

eibfs

معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

ANNUAL TRAINING PLAN 2019

TAKE THE LEAD
IN YOUR CAREER

www.eibfs.ae

IoT BLOCK CHAIN REMITTANCE
DIGITAL CURRENCY
INVESTMENTS CREDIT
CROWD FUNDING

IoT BLOCK CHAIN REMITTANCE
DIGITAL CURRENCY
INVESTMENTS CREDIT
CROWD FUNDING
FUNCTIONAL SKILLS

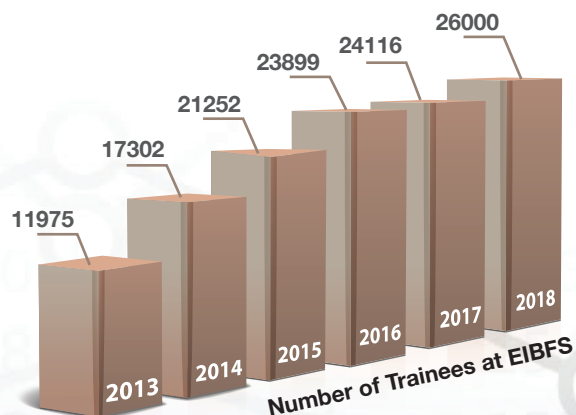
ABOUT US

Emirates Institute for Banking & Financial Studies, stands tall amongst its contemporaries in the field of financial education with a glorious legacy that spans over 36 years.

EIBFS offers world class training and education programs, through its state of the art campuses in Dubai, Sharjah and Abu Dhabi. Through its well-designed programs, EIBFS covers the entire spectrum of the banking and financial services domain. EIBFS has partnerships with top notch training and academic institutions across the world aimed at sharing best practices and domain expertise.

EIBFS has been at the forefront of Emiratization initiatives in the

banking sector and has contributed immensely to the national objective of developing a truly world class talent pool. EIBFS has added great value to the lives of thousands of learners by helping them with accelerated career growth in banking and financial services. With around 26,000 learners expected in various programs in 2018, EIBFS would earn the laurel of being amongst the largest training providers in the region.



GLORIOUS
LEGACY
SPANNING OVER
36 years



Emirates Institute for Banking and Financial Studies



معهد الإمارات للدراسات المصرفية والمالية

FROM THE CHAIRMAN'S DESK

EIBFS is certainly a remarkable place to study for your career in the Banking and finance sector.

For over 36 years we have used education, scientific research and enterprise along with our mission, vision and values to transform the lives of our learners.

The banking and financial services industry is witnessing unprecedented disruptive changes. While traditional business models of banks are set for transformational changes in the years ahead, financial technology has created new opportunities and challenges for the incumbent professionals.

At EIBFS, we recognise that these disruptive changes have created the need for new skills and aptitudes to be adopted by banking employees. To remain competent, it is imperative that every banker complements their functional skills with the required technology know-how. We are confident that our 2019 Learning Plan, with its futuristic and technology-focused approach, will create opportunities to understand and implement technology in all business domains. We urge all banks to use this exclusive opportunity to develop the future skill sets of their workforce, especially the Emirati talent pool.

We would like to extend our appreciation to all the banks and our global strategic partners who helped us at every stage of the detailed Learning Needs Analysis. As a result, we are pleased to present the new EIBFS Annual Training Plan 2019.

On behalf of the Board of Directors of EIBFS, I wish you a highly rewarding learning experience in the year ahead and wish you every success in your career.



**Hesham Abdullah
Al Qassim**
Chairman EIBFS

FROM THE GENERAL MANAGER'S DESK

The 2019 Learning Plan is a clear testimony of our focus on the changing business environment in the financial industry. The steady rise of a robust digital and fintech ecosystem is significantly disrupting the dynamics of the Banking industry.

The rapid strides made in the domains of Blockchain, Artificial intelligence, Robotic Process Automation etc. could even result in the disappearance of many current jobs going forward.

Needless to say, the competencies and attitude of the workforce should undergo a metamorphosis to be prepared for the disruptive digital era. For 2019, EIBFS has focused on the new theme of 'Techno-Functional Skills', which focuses on complementing the functional skills with technology skills. We have also greatly enhanced our Personal Development offerings to support the workforce in these disruptive times.

The 2019 plan is the result of a holistic industry driven multi stage Learning Need Analysis. EIBFS institutionalized a new Fintech Training Lab with experts from the Fintech space to help us understand the future learning needs. The LNA process also received great impetus from the Functional Business Heads and HR managers who contributed with their valuable insights.

The 2019 plan has many transformational changes which will benefit both the industry and the learners alike. With 690 programs, the 2019 Plan has a 16% increase in the number of programs offered as compared to 2018. We have introduced the new Fintech & Analytics vertical with 82 programs covering all the futuristic areas.

The 2019 plan features focused programs like Continuing Professional Education (CPE), Masterclasses, Blended courses Panel discussions, accredited qualifications like the CEU and National Qualifications apart from various Professional certificates.

We urge the Banking and Financial services industry to join us in this transformational journey to develop a talent pool which can look forward to the future with hope.



**Jamal Ahmed
Al Jassmi**
General Manager
EIBFS

MISSION

- » To constantly provide excellent banking and financial development programs to the satisfaction of our customers.
- » To contribute effectively to emiratization in the banking and finance sector.
- » To upgrade and disseminate specialized knowledge in the banking and finance sector.

EIBFS VALUES

- » Professionalism
- » Integrity
- » Team spirit
- » Accountability
- » Transparency (inducing openness)
- » Creativity
- » Quality service
- » Lifetime learning
- » Building success
- » Embracing Globalization

VISION

To be a leading institution in providing world-class education and training in banking and finance at local, regional and international level.

OBJECTIVES

- » To raise the standard of performance of the workforce employed in the banking sector.
- » To qualify the UAE nationals for successful careers in the banking & financial sector
- » To attract UAE nationals who are not employed in banks, train them to apply the concepts and methods of banking, thereby augmenting the existing pool of skilled nationals.



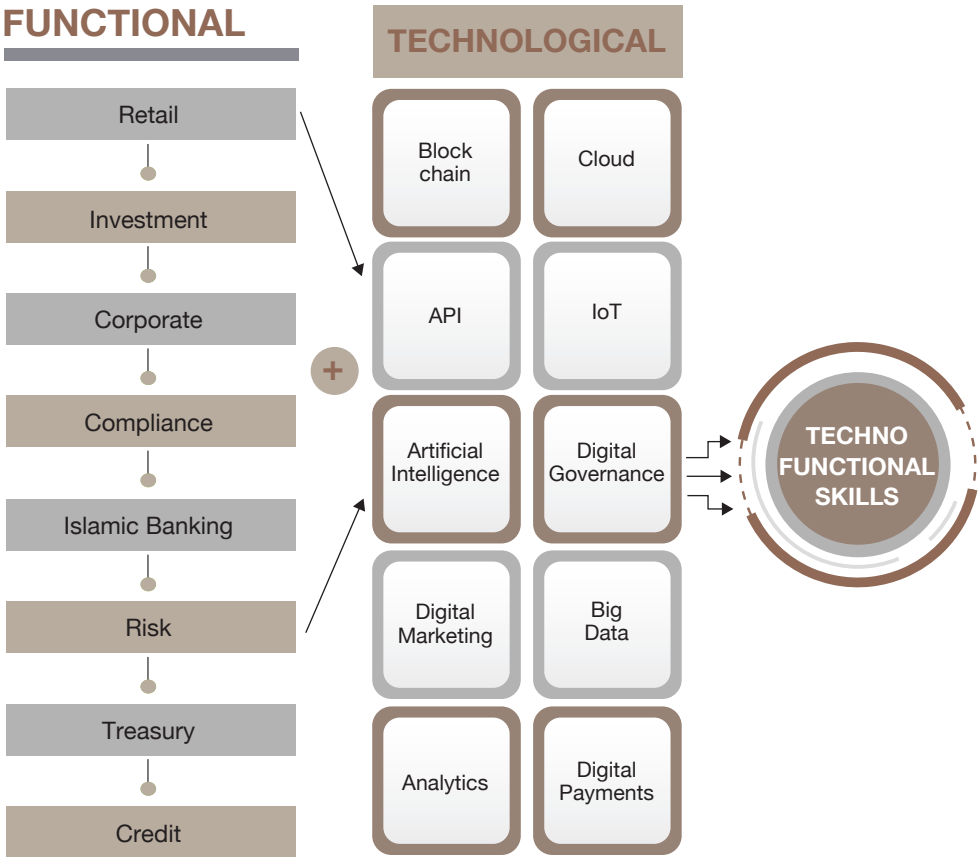
2019 LEARNING THEME

TECHNO-FUNCTIONAL SKILLS:

PREPARING TALENT FOR THE CHANGING FUTURE

EIBFS has always been at the forefront of various futuristic initiatives aimed at developing the competencies of the talent pool in the UAE financial industry. Our 2019 learning plan focuses on developing world class talent who can successfully adapt to the changes in the financial domain.

The objective of our ATP 2019 is to develop talent with Techno Functional skills who can understand, appreciate and implement technology in their functional domains. With our comprehensive list of programs on the functional and technology domains, we are confident that the learners and the industry can be better prepared for the future. The plan also carries futuristic personal development programs which would help the learners and their organizations to move ahead in this disruptive times.



LEARNING NEEDS ANALYSIS

INDUSTRY DRIVEN LEARNING NEEDS ANALYSIS



HUSAM AL SAYED

General Manager, Group
Human Resources,
Emirates NBD &
Chairman- EIBFS
Technical Advisory
Committee



**ALI KHALED
AL HASHMI**

Senior Vice President
& Head of Human
Resources, Union
National Bank



JAMES GREENWOOD

Chief Operating Officer,
Commercial Bank
International



SALEEM AHMED

Senior Vice President-
Head of IT, Sharjah
Islamic Bank



**MOHAMMED QADEER
ABDULLAH**

Sr. Vice President –Head
of Risk, Noor Bank

“EIBFS always strives to deliver a consistently top-of-class-learning experience with their innovative learning methods. They constantly engage with their stakeholders in banking and finance industry to take their inputs to design tailor made training courses to ensure that the learning has a high relevance and value, for both now and for the future. On behalf of the Technical Advisory Committee, I wish the learners and the industry a highly rewarding learning experience in 2019”

“Developing talent is the key to organizational success and EIBFS realizes the importance of providing professional and industry specific training programs that cater to the continuous development of both functional and technological skills of the workforce. I wish that the industry and the learners make the best use of the 2019 training plan, to prepare themselves for the changing business environment. Best wishes.

“All too often, an approach to fintech is devised purely from one perspective; academia/ industry body, traditional financial services, or purely from fintechs themselves. The approach EIBFS has been taking of bringing all these different dimensions with different but equally valid perspectives together is both refreshing and necessary. While it takes much work to do this, it's the right approach to ensure that UAE creates the framework, programmes, and financial services ecosystem to be a global leader”

EIBFS continues to be the pioneer in introducing relevant and latest technological advances to the workforce in the UAE. EIBFS's latest initiatives to create awareness and train our workforce on the latest technologies and concepts such as Blockchain, Fintech, Cybersecurity, Machine Learning and AI is highly commendable. These initiatives are indeed necessary to train our workforce on how to manage the new challenges affecting our life.

“I am delighted to be part of the very comprehensive Learning need analysis of EIBFS for developing the 2019 training plan. EIBFS has added courses in specialized areas of Risk management and other emerging trends in the banking domains which should benefit the learners and ultimately create a positive impact in the overall industry. My best wishes to the learners and the industry.”

ATP 2019
KEY HIGHLIGHTS



150
COURSES



690
PROGRAMS



82
FINTECH &
ANALYTICS
PROGRAMS



1
NATIONAL
QUALIFICATION



5
CONTINUING
EDUCATION
UNITS



2
NEW
PROFESSIONAL
CERTIFICATIONS



46
CONTINUING
PROFESSIONAL
DEVELOPMENT
COURSES



15
MASTER
CLASSES



5
BLENDED
COURSES



3
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5
PANEL
DISCUSSIONS



120
E-LEARNING
COURSES

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01

FINTECH & ANALYTICS

FINTECH & ANALYTICS

HOW TO APPROACH THIS CATEGORY?

The new Fintech and Analytics vertical is a clear testimony of our vision to prepare the talent for the disruptive future of Banking.

The objective of this category is not to develop technology domain experts, but to develop talent who can appreciate the opportunities in the fintech space and use technology in the business domains. Learners are requested to follow the learning pathway from the start to ensure that they have effective learning experience.

The category gives high prominence to Continuing Professional Development (CPD), which aims at adding contemporary skillsets to existing professionals. Participants across business functions looking to develop new competencies in the emerging areas of fintech can choose to register for various programs.



FINTECH

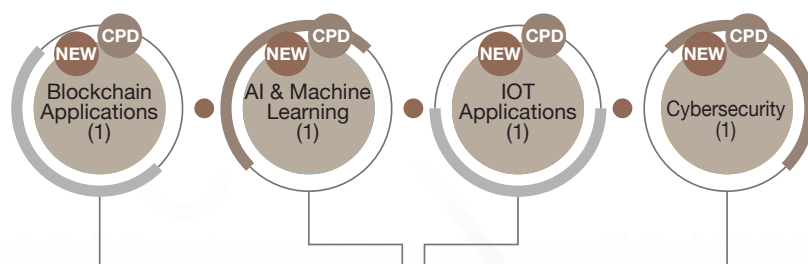
The category aims to create awareness about the latest trends in the fintech space. It is important that the learners follow the learning pathway to ensure effective learning. The category starts with the program on 'Future of Banking', which sets the context to the major trends ahead. After attending the program, the learners can join 'Fintech 101', which discusses various aspects of fintech. The learners can explore how 'Design thinking' can be the cornerstone of fintech and innovation. The learners can then choose to attend various standalone courses like Blockchain, Artificial Intelligence, IOT applications and Cybersecurity.

ANALYTICS

This vertical aims at creating talent who can apply analytics to improve the performance of the various business domains. This vertical is focused on the quantitative models and needs high focus from the participants. It is imperative that the learning path be followed in true spirit, unless one has a clear background knowledge. The vertical starts with the Excel programs and financial modelling which will lay the foundation for the quantitative analysis methods.

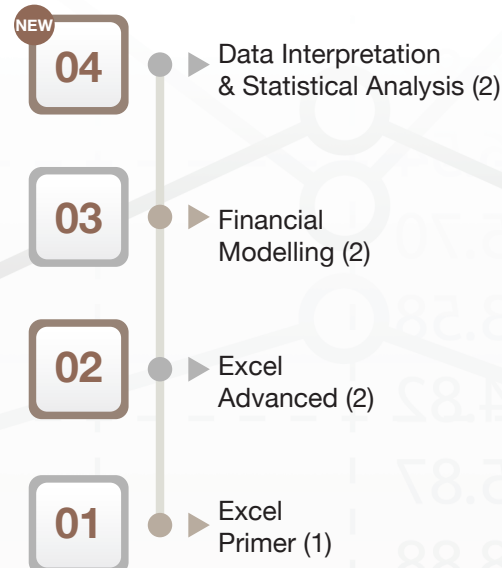
This is followed by data analysis which explains various statistical methods used in analysis. Analytics using programming software Python is a highly specialized program.

In a nutshell, this fintech and analytics category will help the learners to set the foundation to prepare themselves for the disruptive digital age of banking.



MASTERCLASS

1. Business Analytics (2) NEW
2. Analytics using Python (3) NEW



START

FINTECH

() denotes no. of days

START

ANALYTICS

FINTECH & ANALYTICS

FUTURE OF BANKING: EMBRACING TECHNOLOGY DISRUPTION

Course No:
1813



PURPOSE

This training program is designed to provide the participants a big picture overview about how technologies and digital trends are disrupting the business model of banking worldwide. The course is the foundation level CPD program which can be attended by middle and senior management officials across business units. This will help learners to understand and appreciate the big trends in the making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The current global financial trends in digital space
- » How FinTechs would drive the new business model
- » How customer analytics would impact the business
- » How Blockchain, Artificial Intelligence, Robotics and other technologies would shake up the banking space

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/01/2019	3/2/2019	26/02/2019	-	-	-
28/04/2019	25/06/2019	22/08/2019			
3/9/2019					

FINTECH 101

Course No:
1814



PURPOSE

This 1-day CPD program opens the board horizons of FinTech to the learners. The learners would understand the various use cases of fintech in the financial domain and the regulatory developments.

LEARNING OBJECTIVES

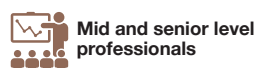
After the completion of this course, the learners would be able to understand:

- » How Financial Technology (FinTech) is disrupting financial industry
- » Fintech Ecosystem, key players
- » Use cases of fintech in banking & financial sector like lending, investments, payments etc.
- » Global Regulatory developments in fintech space- RegTech, InsureTech, WealthTech
- » Case studies

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
5/2/2019	24/02/2019	26/03/2019	-	-	-
12/6/2019	21/08/2019	15/09/2019			
10/10/2019					

DESIGN THINKING

Course No:
1822



PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

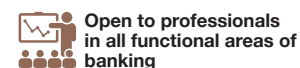
After the completion of this course, the learners would be able to understand:

- » What is design thinking
- » Design thinking and role in innovation
- » Process of design thinking
- » Ways to synthesize ideas to cohesive practical products and solutions

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/02/2019	11/3/2019	10/4/2019	1/5/2019	-	-
27/06/2019		9/10/2019			
4/9/2019					

BLOCKCHAIN APPLICATIONS

Course No:
1815



PURPOSE

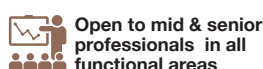
This 1-day CPD program focuses on use cases of Blockchain in Banking and Financial services industry. Learners would understand the basics of Blockchain technology and explore various areas where it could be used.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How Blockchain works
- » Smart Contracts
- » Public Vs Private Blockchain
- » Use cases of Blockchain in banking and financial sector with various case studies

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
7/3/2019	11/4/2019	2/5/2019	-	-	-
12/9/2019		14/10/2019			

ARTIFICIAL INTELLIGENCE & MACHINE LEARNINGCourse No:
1816**PURPOSE**

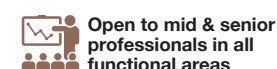
This 1-day CPD program focuses on the applications of emerging areas of AI and Machine Learning. The participants would explore how AI, Robotics and Machine Learning could be used in various business domains in banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is Artificial Intelligence and Machine Learning
- » Robotic Process Automation
- » Learn how AI and Robotics Process Automation is reshaping business process
- » Analyze use cases of AI in banking and financial sector with various case studies

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
14/03/2019 2/9/2019	14/04/2019	30/06/2019 15/10/2019	-	-	-

INTERNET OF THINGS (IOT) APPLICATIONS IN FINANCIAL SECTORCourse No:
1817**PURPOSE**

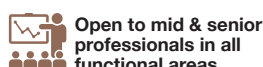
This 1-day CPD program aims at creating awareness amongst the learners about the applications of IoT in banking and financial services. IoT is expected to be the next big thing in the financial sector. The course will analyze how IoT could be used to bring more convenience to banking customers.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » What is IoT and how it works
- » How banks can use IoT in various business domains
- » The challenges and opportunities in this area

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
10/3/2019 8/9/2019	7/4/2019	17/10/2019 16/06/2019	-	-	-

CYBERSECURITY IN BANKINGCourse No:
1818**PURPOSE**

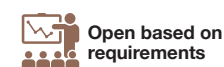
This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the Banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to evaluate the critical role of Cybersecurity in the banking industry
- » Various types of cyber attacks
- » How to combat cyber-attacks and cybercrimes
- » New trends, regulations and best practices

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
4/3/2019 16/09/2019	1/4/2019	30/04/2019 16/10/2019	-	-	-

EXCEL PRIMERCourse No:
1801**PURPOSE**

Excel primer course is designed to familiarize the participants with features and most commonly used functions in banking and finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Identifying the main components of user interface.
- » Using Conditional Formatting.
- » Basic formulas & functions usage.
- » Basic Sorting and filtering Tables.
- » Working with basic charts.
- » Working with shared workbook.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/01/2019 26/06/2019 1/10/2019	28/02/2019 28/08/2019	12/3/2019 5/9/2019 5/11/2019	3/7/2019	23/04/2019	-

EXCEL ADVANCED

Course No:
1812**PURPOSE**

Participants will learn to use advanced excel functions to streamline their operational work, improve productivity and enhance spreadsheet usage with charts, tables, formulas and templates. This can help learners in areas like financial analysis, investments etc.

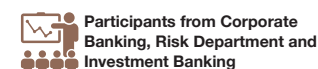
LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Usage of range names and custom formats.
- » Usage of formulas and functions for decision making.
- » Managing, sorting and filtering tables.
- » Working with charts and pivot tables.
- » Working with multiple workbooks.
- » Working with Macros.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
13/02/2019	17/03/2019	8/4/2019	25/08/2019	1/5/2019	-
1/7/2019	2/10/2019	25/09/2019			
23/10/2019		20/11/2019			

FINANCIAL MODELING

Course No:
1808**PURPOSE**

Financial Modeling is very critical for the financial industry. This course will enable participants to effectively apply excel techniques to a wide variety of financial models. A number of key skills will be addressed such as scenario management techniques and data validation to control inputs.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Types of Financial Models-Pricing, Investment, Funding, Trading, Risk, Simulation, Financial Statements
- » Design of financial models-Objectives, drivers, assumptions, sub-models, stress testing, presentation, metrics
- » Excel functions to support financial models-Sensitivity analysis with scenario manager and data tables-Pivot tables-Solver
- » Financial Statements forecasting
- » Financial Planning and Investments, Loan Schedules
- » Bond Pricing and duration
- » Risk and Simulation
- » Sensitivity Analysis

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/03/2019	17/04/2019	19/06/2019	-	-	-
18/09/2019		6/10/2019			

DATA INTERPRETATION & STATISTICAL ANALYSIS

Course No:
1819**PURPOSE**

Participants will be able to learn the best practices in collection of data, analyzing and decision making. Participants will be able to forecast and analyze data with advanced features of Excel.

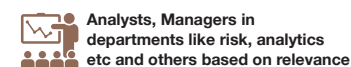
LEARNING OBJECTIVES

After the completion of this courses, the learners would be able to understand:

- » Usage of Data analysis with Excel.
- » Usage of descriptive summary.
- » Data & Forecasting Statistically.
- » Usage of Single & Multiple Regression analysis.
- » Quality & Decision support systems.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
6/3/2019	31/03/2019	16/04/2019	-	-	-
17/09/2019		13/10/2019			

ANALYTICS USING PYTHON – MASTERCLASS

Course No:
1820**PURPOSE**

Python is a general-purpose programming language that is becoming more and more popular for doing data analytics projects. Companies worldwide are using Python to harvest insights from their data and get a competitive edge. In particular the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:


- » Use of python in analytics
- » Importing Datasets in python
- » Preparing the Data for data analysis
- » Descriptive Statistics using python
- » Developing models using python

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
12/11/2019	20/10/2019	9/9/2019	-	-	-
23/04/2019					

BUSINESS ANALYTICS – MASTERCLASS

Course No:
1821

 **Masterclass**

 **2 DAY**

 **Analysts, Managers in departments like risk, analytics etc & others based on relevance**

PURPOSE

This course focuses on analytical techniques in the banking and financial domain. The learners will use descriptive analytics, predictive analytics and prescriptive analytics and other techniques for decision making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Analysis Toolpak and Solver Add in and others like A/B testing, Regression and Descriptive Analysis
- » Descriptive Analytics
- » Predictive Analytics
- » Prescriptive Analytics
- » Programs used in decision tree analysis

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/04/2019 17/11/2019	17/06/2019	22/09/2019	-	-	-

02

CORPORATE BANKING & CREDIT

CORPORATE BANKING & CREDIT

HOW TO APPROACH THIS CATEGORY

This category has been revamped with well-defined learning pathway in Financial analysis, Credit analysis and Corporate banking Relationship management.

The learners are expected to follow the learning pathway unless they can clearly demonstrate their prior knowledge in the area.

Roles: This category would help learners to develop their competencies to work effectively in roles like Credit Analyst, Relationship manager, Financial analyst etc.



LEARNING PATHWAY

1. Financial Analysis

Financial analysis is the starting point with courses like Accounting for non-accountants and FSA Primer which creates a foundation for the further learning. Once these courses are completed or relevant knowledge is ensured, the learners can proceed to focused courses like cash flow statement analysis, identifying red flags and credit proposal writing. The learners then complete the analysis of the current economic trends and start their focus on specialized verticals of Credit and Corporate relationship management.

2. Credit

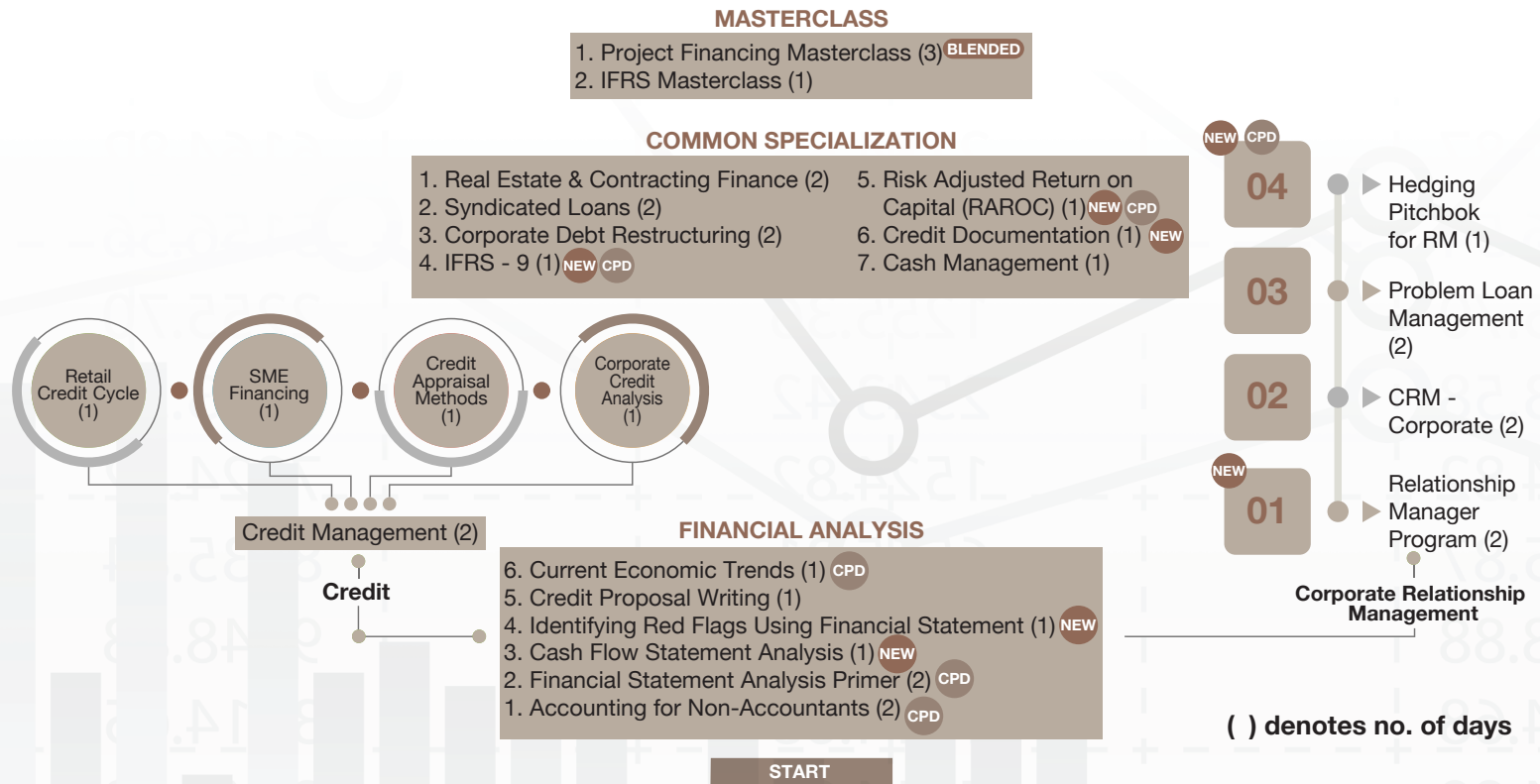
The category aims at developing high quality Credit Analysts who can make credit decisions through effective analysis of financial statements, business and industry risk. The category offers various courses across retail, business banking, corporate for the learners depending on their work profile.

3. Relationship Management

The objective is to develop effective relationship managers who can spot business opportunities in corporate and business banking. Through the various courses they would learn to identify business opportunities, manage relationship with key clients and handle problem loans.

SPECIALIZATIONS & MASTERCLASS

Learners are encouraged to select courses in the specialized areas once they have completed the foundation courses. Specializations and masterclasses represent very specialized areas for a clearly targeted audience. Kindly note that the specializations are not role specific and could be done by learners working in the Credit and Relationship domains.



CORPORATE BANKING & CREDIT

ACCOUNTING FOR NON-ACCOUNTANTS

Course No:
1222

This is for those who are from a non-accounting background looking to learn financial analysis

PURPOSE

Accounting is the language of business. A basic understanding of accounting is a must for all aspiring managers. This course introduces participants to accounting principles, double entry book-keeping and the construction of financial entries from accounting transactions. The course can act as a foundation program for learners with non-accounting background aspiring for roles in financial analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to accounting and financial statements
- » Double entry accounting
- » Accounting Assumptions and Principles
- » Introduction to IFRS
- » Balance Sheet, Profit and Loss and Cash flow Statements

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
18/08/2019	13/03/2019	3/2/2019	-	-	-

FINANCIAL STATEMENT ANALYSIS PRIMER

Course No:
1204

Relationship officers, managers and credit analysts from SME, Commercial Banking & Corporate Banking departments

PURPOSE

The course on financial statement analysis provides participants with a fundamental understanding of accounting principles, concepts, conventions, and key characteristics of accounting information. Participants will be able to learn about the various types of financial statements and their importance. They will learn the use of various analytical tools like ratio analysis and common-size statements. They will be able to identify the key line items on the financials and their inter-relationships.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Purpose and structure of financial statements
- » Important accounting principles, concepts, conventions
- » Reading and understanding the balance sheet and income statement
- » Trend analysis / common size statements
- » Ratio analysis

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/02/2019 28/08/2019	13/01/2019 18/08/2019	30/01/2019 16/06/2019	-	27/03/2019	-

CASH FLOW STATEMENT ANALYSIS

Course No:
1224

Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners would try to analyze cash flow statements to help them make their decisions.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Understand how a cash flow statement is prepared
- » Analyze Cash flow from Operations, Investing and Financing activity
- » Link cash flow analysis to other financial statements
- » Analyze business performance using Cash flow statement

Prerequisite: Financial Statement Analysis Primer

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
2/7/2019	21/03/2019	23/01/2019	-	-	-

IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

Course No:
1225

Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.




LEARNING OBJECTIVES




After the completion of this course, the learners would be able to




- » Understand how financial statements could be used to analyze red flags
- » Discuss possible areas of creative accounting and financial frauds
- » Identify red flags on company's financial position to make a suitable credit or investment decision




Prerequisite: Financial statement analysis primer & Cash flow analysis.




Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
29/01/2019 3/7/2019	14/02/2019	31/03/2019	-	-	-




CREDIT PROPOSAL WRITING		Course No: 1219			
	CPD Intermediate	 1 DAY  Analysts, RMs and other executives in corporate banking, credit, SME			
PURPOSE This course has been introduced to help credit officers develop their skills in writing loan proposals. Many credit officers, who are well-versed in analyzing a loan proposal, often fail to present an acceptable case proposal to the Credit committee. The Committee must often seek clarifications and this leads to unwanted delays. This course will help credit officers to structure a loan proposal adequately and present the same to the credit committee in an acceptable format leading to quicker resolution.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to: <ul style="list-style-type: none"> » Outline of the proposal » Executive Summary of the proposal » Industry Factors » Company Analysis » Financial Analysis » Management Quality » Security Analysis » Summary Risk Assessment » Financing Outline » Key facility risks and how these will be mitigated by the suggested loan structure 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
18/04/2019	26/02/2019	24/09/2019	-	-	-




CURRENT ECONOMIC TRENDS		Course No: 1220			
	CPD Intermediate	 1 DAY  Analysts, RMs, functional department heads and others based on relevance			
PURPOSE This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Key economic measures for analysis » Business Cycle analysis » Fiscal Policy and impact » Monetary policy and impact » Current UAE Economic Environment » Global macros and the impact 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
28/02/2019	26/03/2019	17/09/2019	-	-	-




CREDIT MANAGEMENT		Course No: 1203			
	CPD Intermediate	 2 DAY  General credit course targeted at cred it and non-credit personnel. Internal Auditors, Risk personnel, Credit Admin officials, Finance personnel and credit analysts			
PURPOSE The objective of this course is to provide participants with adequate knowledge about the management of Credit in banks. Participants will learn about the importance of Credit culture and its impact on the credit process. Participants will learn about administration of loans, post-sanction follow-up of loans and the process of securing collateral.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview of Credit Management » Regulatory Framework and Prudential Norms » Credit Policy in Banks » Documentation and types of security » Credit Evaluation: Term Loans & Working Capital » Credit Monitoring » Follow up and Recovery Management 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
10/3/2019 29/09/2019	24/03/2019	6/2/2019 10/6/2019	-	-	-

RETAIL CREDIT CYCLE		Course No: 1217			
	CPD Intermediate	 1 DAY  Professionals from Consumer loans, consumer credit and other related departments			
PURPOSE The objective of this program is to understand and analyze the Consumer lending market in UAE. The program focus will be on the Consumer lending products, risk appraisal and analysis of the credit cycles.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview about Consumer lending » Retail credit cycle » Retail credit regulations » Credit risk appraisal for Consumer Credit Retail credit scoring » Economic cycles and relation with Credit cycles 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
18/06/2019	30/04/2019	3/10/2019	-	-	-

SME FINANCING			Course No: 1212		
	Intermediate	 1 DAY	 The course is suitable for relationship managers and analysts responsible for the development of SME portfolios		
PURPOSE The objective of this program is to understand and analyze the SME Finance market in UAE. The program analyzes the characteristics of SME market in UAE and an overview on the credit appraisal techniques for SMEs.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview about SME Finance » SME market characteristics in UAE » Challenges faced by Banks in SME Lending » Promoter risk & Industry Risk Analysis » Financial Risk analysis for SMEs - Credit scoring 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/02/2019 8/10/2019	12/3/2019	25/06/2019	-	-	-

CREDIT APPRAISAL METHODS			Course No: 1202		
	Intermediate	 3 DAY	 Relationship officers, analysts and credit officers of Commercial & Corporate banking & SME departments		
PURPOSE The course on financial statement analysis provides participants with Credit Appraisal remains one of most critical functions of any bank. This course will give the participants a good grounding in the basics of credit analysis and business evaluation.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Basic principles of bank credit » Credit risk analysis through ratios and cash flow analysis » Forecasting financials and sensitivity analysis » Importance of Site Inspections » Credit scoring » Credit rating » Pricing RAROC » Evaluation of working capital and term loans 					
Prerequisite: Financial analysis module programs					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
1/10/2019 24/02/2019	24/03/2019	1/4/2019 25/09/2019	-	-	-

CORPORATE CREDIT ANALYSIS			Course No: 1214		
	Intermediate	 2 DAY	 Senior Relationship officers, Managers analysts and credit officers handling commercial & corporate loans.		
PURPOSE Participants use a highly structured approach to make a credit decision by judging financial and non-financial parameters for a Corporate.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to: <ul style="list-style-type: none"> » Corporate credit products » Fundamentals of Financial Analysis Industry analysis - Porter's 5 forces » Risk based Loan pricing » Risk and Loan Structuring » Project Finance and Syndications 					
Prerequisite: Financial analysis foundation module programs					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
9/4/2019	6/3/2019	13/10/2019	-	-	-

RELATIONSHIP MANAGER PROGRAM			Course No: 1226		
	Intermediate	 1 DAY	 Corporate Relationship managers, Relationship officers		
PURPOSE This is a specialized program designed for Relationship managers in Corporate and business banking. This course aims to give an awareness about corporate banking products and services.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview of corporate banking strategy » Risk adjusted pricing and RAROC » Understand Corporate banking credit products » Overview of other offerings for corporates like debt instruments, hedging tools etc. 					
Prerequisite: Financial Analysis module programs					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/02/2019 6/10/2019	12/6/2019	21/08/2019	-	-	-

CUSTOMER RELATIONSHIP MANAGEMENT – CORPORATECourse No:
1230

Relationship Managers & Assistant Relationship Managers in Corporate banking, SME banking

PURPOSE

Relationship Managers will gain understanding of the concept of CRM and will equip them with tools and techniques required to develop an appropriate CRM strategy in a corporate setting.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The concept of Relationship banking
- » Identifying the Right borrower
- » Portfolio management
- » New customer acquisition / retention of existing customers
- » Cross selling, upselling

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
19/02/2019 22/09/2019	10/6/2019	24/04/2019 28/10/2019	-	-	-

PROBLEM LOAN MANAGEMENTCourse No:
1205

Relationship managers, analysts, collection and remedial teams on Corporate & SME side (Non-retail).

PURPOSE

This course will enable participants to identify the early warning signals of problem loans. Participants will be able to recognize the causes of business failure and operating losses. They will be able to develop a concrete set of procedures once a problem loan has been identified. Participants will explore options for resolving problem loans including workout, restructuring and liquidation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Causes of Problem Loans and Costs
- » Identification of Problem Loans and Measuring Delinquency-Regulatory guidelines
- » Controlling Problem Loans
- » Analysis of the Remedial Actions
- » Strategy for Loan Recovery
- » Execution of Loan Recovery and System for Monitoring
- » UAE Bankruptcy code

Prerequisite: Financial Analysis module programs

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
19/03/2019 16/10/2019	28/04/2019	23/06/2019 13/11/2019	-	-	-

REAL ESTATE & CONTRACTING FINANCECourse No:
1207

Executives in corporate banking who finance real estate, senior executives who wish to advance their knowledge of real estate finance.

PURPOSE

This course focuses on the tools used by Real Estate financiers to analyze the financial feasibility of real estate developments. Participants will be able to analyze the risk and returns of investing in property.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » UAE Real estate market dynamics
- » Feasibility due diligence
- » Real Estate regulations
- » Real estate financing – Developer financing & Contractor financing

Prerequisite: Financial Analysis module programs

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
9/10/2019	19/06/2019	14/04/2019	-	-	-

SYNDICATED LOANSCourse No:
1209

Corporate bankers and others in related areas

PURPOSE

This course aims at providing participants with knowledge of organizing and participating in syndicated loans. Participants will understand the roles of various participants in structuring a transaction and how to price a syndicated loan




LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand:




- » Characteristics of Loan Syndication
- » Advantages and disadvantages to borrowers and banks
- » Identifying strategies for syndicate participants and their roles
- » Types of syndicated facilities
- » Risk sharing
- » The syndication sales cycle and principal milestones
- » Analyzing principal elements of the pricing structure
- » Loan agreements/documentation in syndication
- » Transfer mode in Secondary market




Prerequisite: Financial Analysis module programs




Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/04/2019 26/06/2019	-	20/10/2019	-	-	-




CORPORATE DEBT RESTRUCTURING			Course No: 1218		
	CPD Specialization	 2 DAY		Advanced level: Professionals in credit, corporate banking, restructuring and SME departments	
PURPOSE This course will enable participants to restructure a distressed loan. They will understand the root causes of business failures and how operational, organizational and strategic changes must be made to revive the unit.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Causes of Loan Distress-Business Weakness-Financial Weakness » Priority of Claims » Planning Restructuring-Operational, Organizational, Financial and Strategic Restructuring » Implementing the Restructuring Plan » Lender Responsibilities » Checklists, Documentations » Protecting security » Financial Projections » Monitoring the revival » Bankruptcy laws in UAE 					
Prerequisite: Financial Analysis module programs					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/10/2019	-	16/04/2019	-	-	-




IFRS – 9			Course No: 1227		
	CPD Specialization	 1 DAY		Finance Staff, Credit and Treasury officers, Senior Managers from all departments & Risk Managers, Internal Auditors	
PURPOSE The objective of the course is to familiarize participants with the important provisions of IFRS9 and determination of expected loss.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » The need for a new standard » IFRS-9 impact on the banks » Significant provisions in IFRS-9 » Impairment as per IFRS-9 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
19/11/2019	31/03/2019	11/9/2019	-	-	-

RISK ADJUSTED RETURN ON CAPITAL (RAROC)			Course No: 1228		
	CPD Specialization	 1 DAY		Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance Staff, Senior Managers from all departments	
PURPOSE At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » What is RAROC? » Basel Capital guidelines and Risk linkages » Hurdle Rate » RAROC Computation » RAROC as a performance measure 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
5/11/2019	-	1/5/2019	-	-	-

CREDIT DOCUMENTATION			Course No: 1229		
	CPD Specialization	 1 DAY		Credit personnel, Internal Auditors, Relationship Managers from SME, Business banking and Corporate Banking.	
PURPOSE This course enables participants to gain an understanding of the legal principles that underpin credit documentation in Banks.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » UAE Banking related laws » The Contract Law » Key Clauses in the Loan Agreement and Risk Mitigation » The Loan agreement » Guidelines for Documentation » Guarantees » Security Agreements » Insolvency Law 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
31/10/2019	11/4/2019	20/08/2019	-	-	-

CASH MANAGEMENT						Course No: 1221
	CPD Specialization		1 DAY		Professionals working in corporate banking, any banker who wants to understand cash management business.	
PURPOSE The course will provide a basic understanding of the need for cash management and solutions offered by the banks.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Cash management » Link between cash management and working capital/current ratio » Payments management » Collections management » Solutions provided by banks 						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
6/11/2019	4/7/2019	28/03/2019	-	-	-	

PROJECT FINANCING MASTERCLASS (BLENDED)						Course No: 1206
	BLENDED Masterclass		3 DAY		Officials in the area of corporate banking, project financing, Credit, Risk etc.	
PURPOSE The course will provide participants with an overview of the core principles of project finance. Participants will gain a greater insight into project risks and grasp the crucial factors and techniques used in structuring project financings. Participants will be able to understand the essential credit issues in appraising project finance proposals.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Differences Between Corporate Finance and Project Finance » Special Purpose Vehicle project structure » Project Risks-Stages of Project » Structuring the Project Finance » PPP in project financing » Cash flow modelling » Documentation 						
Blended Course: The learners will complete a e-learning module on project finance after the completion of the course. The details would be shared with the participants at the end of the program.						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
21/04/2019	-	3/11/2019	-	-	-	

IFRS MASTERCLASS						Course No: 1223
	CPD Masterclass		2 DAY		Officials in the area of Credit, Risk, Relationship management, Finance or others for whom the course is relevant	
PURPOSE The objective of this program is to introduce the key standards under IFRS and International Accounting Standards to the Banking professionals. The course will focus on the IFRS guidelines regarding presentation of financial statements, specialized areas like construction contracts, consolidated financials etc which is critical for a Banker.						
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Overview of IFRS and the International Accounting Standards » IAS-1 - Presentation of Financial Statements – Structure, Classification of Balance sheet, Comprehensive Income » IAS-2 - Treatment of Inventory » IAS-7 : Statement of Cash flows » Overview on IFRS-10: Consolidated Financial Statements » Overview on IFRS -9 : - Financial instruments : Recognition and Measurement » Other relevant standards 						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
28/04/2019	16/06/2019	17/11/2019	-	-	-	

03

TREASURY & INVESTMENTS

TREASURY & INVESTMENTS

HOW TO APPROACH THIS CATEGORY

The category focuses on the key domain areas of Treasury and Investment. The learners are presented with clear learning pathway on how they should move from the foundation levels to the specialized levels.

The category has many new offerings which includes CPDs, Masterclasses, blended learnings and two simulated programs.

Roles: The learning path proposed in this category can support the learners to work in key roles in treasury and investment domains. Learners could develop their skills for key roles in treasury and investments like FX & Interest rates Dealer, Fund manager, Portfolio manager, Equity analyst, Relationship manager- Wealth, and similar roles.



TREASURY

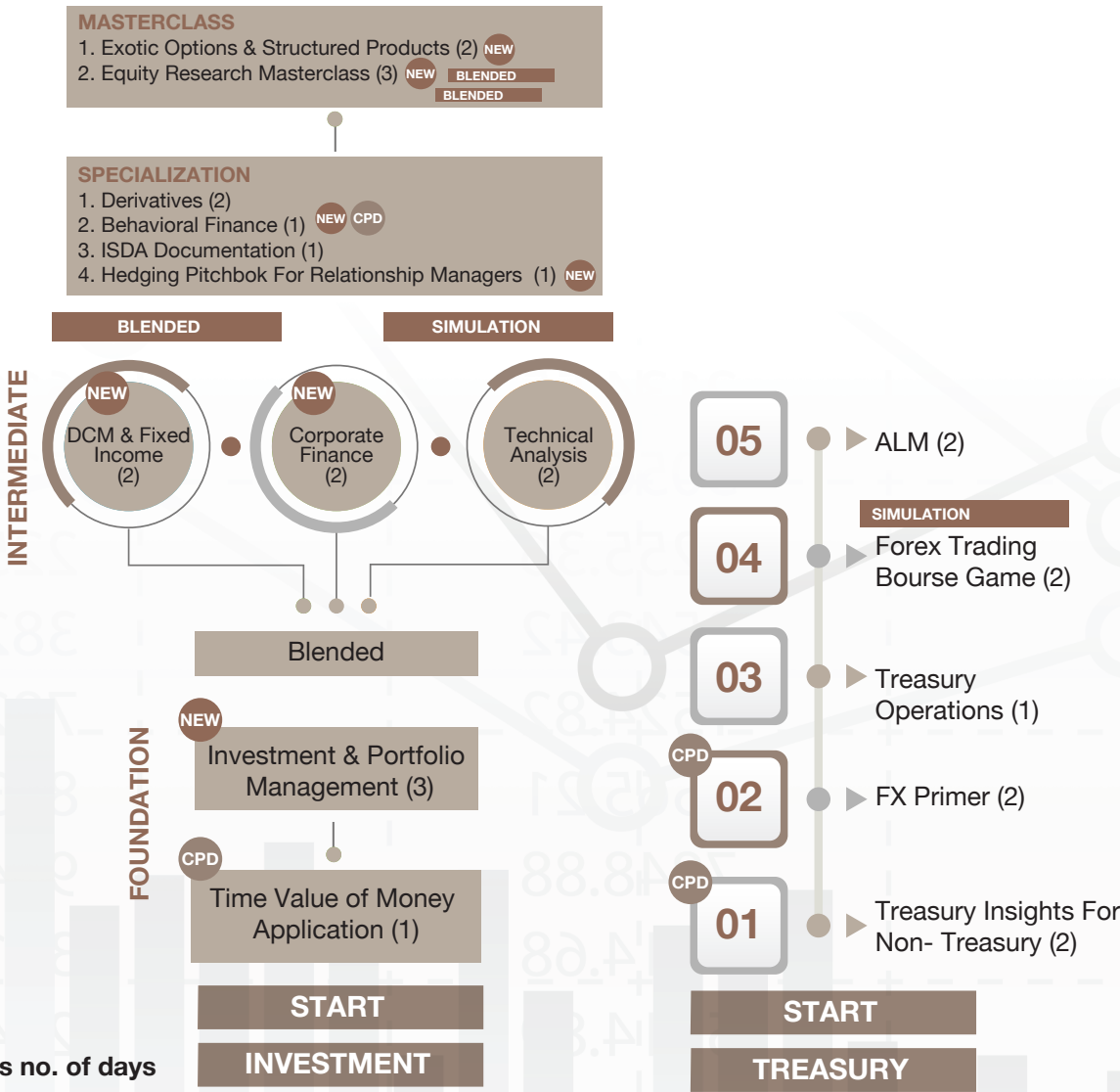
The learners can explore the treasury management domain with the foundation programs of Treasury insights and FX Primer. They can get the working knowledge of the treasury operations through the Treasury Operations course. FX simulation is a program meant for the dealers where a trading room is simulated for real life learning. The learners can get a big picture overview of the dynamic ALM function. The learners can also explore the various dimensions of investment which is also critical to the treasury function.

INVESTMENTS

The learners can strengthen their competencies in the domain of investments through this vertical. After the foundation level programs where the learners get introduced to the asset classes, they can focus on various aspects of capital markets. Programs like Debt Capital Markets, Corporate Finance, Equity covers all the key dimensions of capital markets.

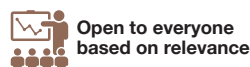
SPECIALIZATIONS

The learners in both the verticals can increase their expertise in specialized areas through various specializations which covers key areas.



TREASURY & INVESTMENTS

TIME VALUE OF MONEY APPLICATIONS

Course No:
1419

PURPOSE

This course provides a hands-on introduction to basic financial calculations using the time value of money applications. Time value of money has applications in all areas of finance and banking. Participants will learn about time value of money and discounted cash-flow principles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The time value of money
- » Principles of time value of money
- » Applications of time value of money in areas like investments, corporate finance etc.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
23/01/2019 11/6/2019	12/2/2019	14/03/2019 4/9/2019	-	-	-

DEBT CAPITAL MARKETS & FIXED INCOME

Course No:
1422

PURPOSE

This course is designed to provide a solid grounding on how the Bond market works and helps to unravel the jargon of the business. The course covers the rationale for debt financing, the types of borrowers and the types of instruments available. It also focuses on bond pricing and yield curves.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Structure and workings of the International Primary Markets for Debt
- » How to structure the most appropriate financing for a particular borrower?
- » Hybrid securities and Securitization process
- » MBS, ABS and Eurobonds
- » Bond Mathematics
- » Bond Pricing – Yield and YTM
- » Bond Sensitivity analysis – Duration and Convexity
- » Bond Yield Curves

Prerequisite: Time Value of money applications

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/03/2019 30/10/2019	14/04/2019	12/6/2019	-	-	-

INVESTMENT & PORTFOLIO MANAGEMENT

Course No:
1421

PURPOSE

This program is designed to provide insights into the investment world. The course will cover the basics of portfolio construction and management besides taking a peek in to investment styles and philosophies. It will also touch upon the behavioral aspects and how it molds the financial decisions of an individual.

LEARNING OBJECTIVES

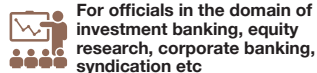
After the completion of this course, the learners would be able to understand:

- » Investment Process
- » Investment Philosophies
- » Asset classes and allocation
- » Portfolio Risk & Return
- » Portfolio construction and diversification
- » Optimal Capital allocation
- » Macro view & Tactical Portfolio shifts
- » Behavioral biases
- » Evaluating Portfolios

Prerequisite: Time Value of money applications

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
3/2/2019 10/9/2019	5/3/2019	1/4/2019	-	-	-

CORPORATE FINANCE

Course No:
1428

PURPOSE

The program will enable participants to evaluate the optimal capital structure for an organization and perform organization valuation. The program will cover the main concepts for cost calculation – WACC / COE – and returns concepts – IRR / NPV etc. The attendees will also understand the process for IPO and structuring the M&A transaction.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The players are in the capital markets
- » Funding lifecycles
- » Optimal Capital Structure
- » Cost of capital & Returns Concepts
- » Valuation approaches – DCF / DDM, Relative etc.
- » IPO Process
- » Structuring M&A

Prerequisite: Time Value of money, Investment & portfolio management

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
19/03/2019	25/08/2019	11/11/2019	-	-	-

TECHNICAL ANALYSIS

Course No:
1416

Fund managers, Investors, Traders, brokerage executives working in Trading & Investing in Stocks, Forex, Commodities, Private Banking etc.

PURPOSE

Technical analysis is a very popular method of forecasting markets across the globe. Technical analysis can be applied to any type of markets like Equity, Forex, Commodity, Bonds etc. This simulated program will give hands on trading experience to learners by using technical analysis.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Technical Analysis
- » Technical Vs Fundamental Analysis Technical tools used
- » Trend lines and its applications
- » Moving averages, Crossovers, and Momentum indicators
- » Patterns and Formation analysis – Triangles, Shoulder- Head-Shoulders, Double & Triple tops, bottoms, Channels etc.
- » Simulated Real Life analysis of Equity (Including DFM & ADX), Currency and Commodity markets using technical analysis

Prerequisite: Investment & Portfolio management

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/03/2019 6/11/2019	30/04/2019	19/06/2019	-	7/4/2019	-

FOREIGN EXCHANGE PRIMER

Course No:
1405

For officials looking for knowledge on basic FX concepts. Suitable for working in the areas of treasury, investments, corporate bankers, SME etc. and others based on relevance.

PURPOSE

The course aims to offer the participants a working knowledge of the FX markets. The learners will understand the dynamics of the currency markets, currency quoting methodologies and trading.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Fundamentals of foreign currency exchange rates
- » Currency systems – Currency peg, Free float, Common currency
- » FX quoting
- » Cross currency rates calculation
- » Spot and forward rates
- » Factors affecting forex – overview

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/01/2019 3/7/2019 18/09/2019	20/02/2019	12/3/2019 28/08/2019	-	7/4/2019	-

TREASURY INSIGHTS FOR NON
TREASURY STAFFCourse No:
1412

Internal Auditors, Corporate bankers, Risk & compliance officers, and other areas based on requirement

PURPOSE

This course provides participants a working knowledge of how the treasury function of a Bank works. This course will help people in other functional areas to understand and appreciate treasury function.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Treasury management overview
- » Treasury organization and structure:
- » Treasury functions:
 - a. Global Markets Trading
 - b. Money Markets
 - c. Investments
 - d. Asset & Liability Management
 - e. BASEL Guidelines
- » Treasury control framework

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
3/3/2019	9/4/2019	21/08/2019	-	-	-

TREASURY OPERATIONS

Course No:
1418

Treasury back office and mid-office professionals, auditors and others based on relevance.

PURPOSE

This Course offers Treasury Dealers, mid-office personnel and back office officials a complete picture of Treasury Operations.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Treasury Functions
- » Treasury markets
- » Treasury Limits
- » Front Office operations
- » Mid-Office Operations
- » Back Office Operations
- » Settlements and reconciliation with nostro accounts
- » Treasury Internal Controls
- » Ethics/ ACI Best practices/ Regulation

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/03/2019 15/09/2019	18/04/2019	26/06/2019	-	-	-

FOREX TRADING BOURSE GAME

Course No:
1427SIMULATION
Intermediate

2 DAY

Dealers, Treasury Sales,
Internal Audit, Mid
Office Personnel, Risk
personnel

PURPOSE

The aim of this course is to enable the participants to analyze market dynamics, instruments & trading in the FX and money markets. This course will familiarize participants with the working of FX and Money Markets with hands on trading.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Trading in FX markets – Interbank market
- » Exchange arithmetic – Spot and forward
- » Positions, Limits, MTM, Controls
- » Money market- Day count, Repo
- » Simulated Bourse game

Prerequisite: FX Primer

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/03/2019 25/09/2019	8/4/2019	23/06/2019	-	-	-

ASSET & LIABILITIES MANAGEMENT

Course No:
1401

Intermediate



2 DAY

Risk Managers and Analysts,
Treasurers, Branch Managers,
Fund Managers, Auditors,
Controllers, Regulators, Legal
and Compliance Staff.

PURPOSE

The course will help the participants to understand the traditional, as well as the changing landscape of ALM in banks. This will enable them to understand the ALM dynamics and appreciate how the ALM process integrates with the overall strategy of the banks.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » ALM and Role of Asset Liability Management Committee (ALCO)
- » Regulatory standards
- » Interest rate risk management
- » Liquidity Risk Management
- » Capital Planning
- » Banking book and trading book
- » Transfer Pricing
- » ALM policy and regulatory ratios
- » Basel committee prescriptions for ALM

Prerequisite: Treasury insights for Non-Treasurers

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
15/04/2019	1/5/2019	8/9/2019	-	-	-

DERIVATIVES

Course No:
1407

Specialization



2 DAY

Senior and middle management
executives in Treasury,
corporate banking, Financial
control and Risk Management
personnel, Fund managers,
Internal Auditors, Private
Bankers and Investment
advisors

PURPOSE

Participants will learn the structure of all types of derivatives including forwards, futures, swaps, traded options, OTC options. The participants will learn to employ derivatives for hedging and other uses.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Derivatives
- » Forwards and futures – Payoff, Margining, Pricing of Futures
- » Options strategies – Buying and selling strategies
- » Interest rate and currency swaps

Prerequisite: Investment & Portfolio management

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/04/2019	30/06/2019	6/10/2019	-	-	-

BEHAVIORAL FINANCE

Course No:
1423

Specialization



1 DAY

Equity investors, portfolio
managers, Private and wealth
management, officials in
treasury and others based on
relevance

PURPOSE

This course is intended for anyone who is working in the field of finance/banking and is interested in how our innate biases affect our financial decision-making.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Behavioral finance
- » Expected Utility vs. Prospect Theory
- » Risk aversion vs. Loss Aversion
- » Behavioral biases: Confirmation Bias, Cognitive Dissonance Bias, Hindsight Bias etc.
- » Cognitive & Emotional shortcuts and errors
- » Behavioral efficient markets
- » Market Bubbles & Crashes

Prerequisite: Investment & Portfolio management, Technical analysis

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/04/2019	27/06/2019	29/10/2019	-	-	-

ISDA DOCUMENTATION

Course No:
1424

Specialization



1 DAY



Relationship managers,
Risk Managers, Treasury
Professionals, Internal
Auditors, Compliance
Professionals, Finance
Professionals, Senior
Managers from all
departments

PURPOSE

The course aims at providing basic understanding of ISDA Master Agreement in the domain of derivatives. This course would be useful for officials in treasury domain, corporate relationship managers who will be involved in structuring derivative deals with clients.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of ISDA Master Agreement
- » Key clauses in ISDA Master Agreement
- » Disadvantages of not adopting ISDA Agreement

Prerequisite: Derivatives

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
11/4/2019	25/06/2019	24/10/2019	-	-	-

HEDGING PITCHBOOK FOR RELATIONSHIP MANAGERS

Course No:
1425

Specialization



1 DAY



Relationship managers in
Corporate banking, treasury
sales, credit analysts and
others who want an idea
of hedging solutions for
corporates and others

PURPOSE

The course will provide working knowledge of the benefits of hedging with futures and options based on examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » To hedge or not to hedge
- » Identifying hedging opportunities for a corporate client
- » How hedging can manage risks and support corporate performance
- » Overview of tools for hedging: Forwards, Futures, Options and swaps

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
16/04/2019	4/7/2019	3/11/2019	-	-	-

EXOTIC OPTIONS & STRUCTURED PRODUCTS

Course No:
1414BLENDED
Masterclass

2 DAY



Portfolio risk managers,
corporate financiers, treasurers,
credit risk managers and
investment sales, private
bankers etc

PURPOSE

Provide participants with a clear understanding of the role of structured product vehicles and to demonstrate a practical understanding of the core concepts behind structured products and the range of assets including sharia' compliant products linked to structured products.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Building blocks Structured Products.
- » What are structured products?
- » Issuers' and investors' appetite for structured products
 - a. Identify why issuers create structured products
 - b. Evaluate investor interest in structured products
 - c. Wedding cake
 - d. FX Touch Deposits, FX Range/ Double No Touch Deposit
- » Structured Products
 - a. Capital Protected
 - b. High-yielding
 - c. Participation
 - d. Leverage
- » Other Miscellaneous structured Products

Prerequisite: Derivatives

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
28/04/2019	1/7/2019	13/11/2019	-	-	-

EQUITY RESEARCH MASTERCLASS

Course No:
1411BLENDED
Masterclass

3 DAY



Treasury, investment, private
banking, corporate banking,
brokerages and wealth
management and anyone
dealing with equity investments.

PURPOSE

The aim of the course is to familiarize the participants with the concepts of equity market analysis and to highlight tools and valuation techniques used in the analysis to enable them to profitably invest in the equity markets.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Equity as an Asset class
- » Fundamental Analysis of Equity
 - a. Investing methods: Value Investing, Growth Investing and Cyclical Investing
- » Valuation approaches:
 - a. Valuation ratios – Relative valuation models, Discounted cash flow models
- » Technical Analysis
 - a. Charting tools, patterns
- » Real life stock analysis in various markets

E-Learning: The participants will work on an e learning module post the completion of the program for continuous learning.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
23/04/2019	16/06/2019	8/10/2019	-	-	-

04

RISK, GOVERNANCE & COMPLIANCE

RISK, GOVERNANCE & COMPLIANCE

RISK, GOVERNANCE & COMPLIANCE

HOW TO APPROACH THIS CATEGORY?

The category is a comprehensive category which covers the three domains of Risk, Governance and Compliance.

Through various programs the participants can develop their skills and competencies in the GRC domain.

Roles: The learners can make the best use of this category to develop competencies for roles in various areas of compliance and risk. The learners are also advised to explore programs in the business functions like credit, treasury, operations etc. which could support holistic learning.



COMPLIANCE & AUDIT

This vertical focuses on creating competencies for existing and aspiring professionals in the domain of compliance. The vertical has foundation level programs which will benefit learners across the banking spectrum like AML for non-compliance staff, CBUAE regulations (Retail & Corporate), financial crimes etc.

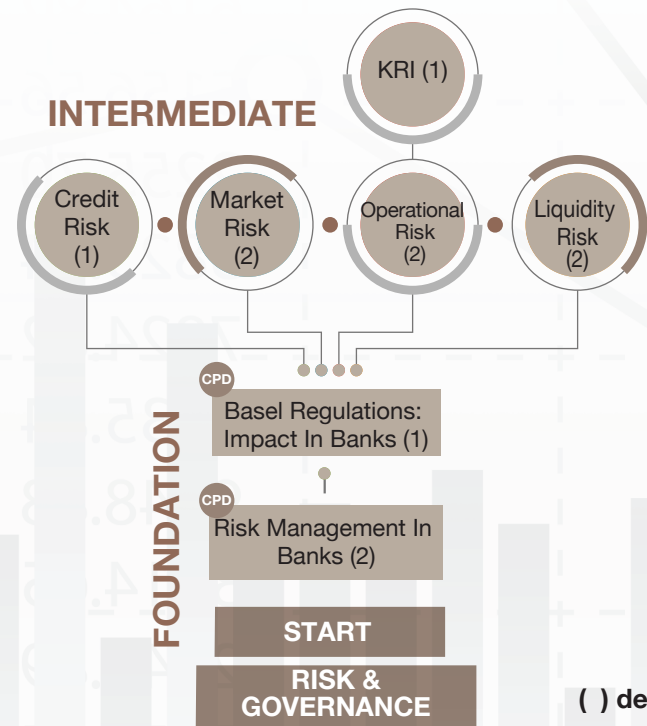
The learners can continue to develop their competencies in the specialized areas with a suite of existing and new offerings. The category features a simulated masterclass on detection of forgery and counterfeiting.

MASTERCLASS

- 1. Stress Testing Masterclass (3)
- 2. Corporate Governance Masterclass (2)
- 3. Basel Insights Masterclass (2)

SPECIALIZATION

- 1. Transfer Pricing (1) **NEW**
- 2. Value at Risk (1) **NEW**
- 3. Capital Planning in Banks (1) **NEW**
- 4. Business continuity planning (1) **NEW**
- 5. Risk Based Internal Audit (2) **NEW**



RISK & GOVERNANCE

Learners can gain expertise in various areas of risk management through this vertical. Foundation level CPD programs on Risk Management and Basel Impact on Banks gives the foundation for the focused further learning. The learners can choose to focus on various areas of risk like credit, market, liquidity, operations etc.

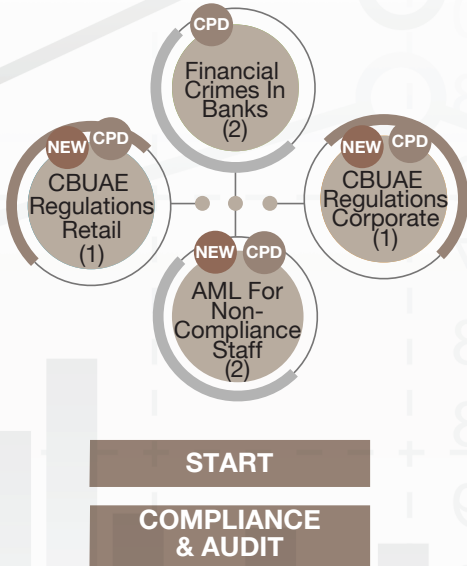
The category offers the learners specialized courses and masterclasses which will deepen their expertise in the area. The category has new specialized courses like Transfer Pricing, VAR, Capital Planning, Business Continuity Planning etc. which will expand the learning horizons.

MASTERCLASS

- 1. Detection of Forgery & Counterfeiting Masterclass (3) **SIMULATION**
- 2. Effective Compliance Monitoring System (2) **NEW**

SPECIALIZATION

- 1. FATCA (1)
- 2. CRS (1) **NEW**
- 3. Sanctions Monitoring (1) **NEW**
- 4. AML Law & Best Practices (1)
- 5. Internal Audit (2)
- 6. Internal Controls (2)



RISK & GOVERNANCE

RISK MANAGEMENT IN BANKS

Course No:
1911



Risk management professionals,
Compliance, corporate bankers, Branch
Managers, Treasury and Internal Audit
professionals

PURPOSE

Financial institutions have been using risk management tools to control their risks. No longer is it seen purely as a control mechanism – but as a critical input into the business. Every transaction should be assessed in terms of the increase in risk to the institution, with the assurance that the pricing of that transaction will generate a suitable return to compensate for the risk. Such a risk culture is reinforced by Basel Accords, due to be implemented in many countries.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of risk management, including Basel Accords
- » CBUAE regulations to protect depositors
- » Identification of financial & non-financial risks
- » Overview of various types of Risk and management: - Credit risk, Operational Risk, Compliance Risk, Market Risk, Liquidity Risk, Interest Risk, Business Risk, Strategic Risk, Reputation Risk

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/02/2019 15/10/2019	19/06/2019	20/01/2019	-	-	-

CREDIT RISK MANAGEMENT

Course No:
1914



Credit Analysts, Risk Professionals
Internal Audit staff, Relationship
Managers, Corporate bankers

PURPOSE

Credit risk is the most fundamental of all the risks. It is the potential that a bank borrower or counterparty will fail to meet its obligations in accordance with agreed terms. This program aims at enabling candidates to define credit risk and identify the on and off balance sheet areas of credit risk, use the different techniques and models to credit risk rating and measurement.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The nature and causes of Credit Risk
- » Types of Credit Risk
 - a. Concentration Risk
 - b. Settlement Risk
- » Credit risk rating model
- » Credit risk under Basel accords
 - a. Standardized model
 - b. Internal Rating Based model
- » Credit risk mitigation techniques
- » Prudential Norms
- » Risk based pricing and RAROC
- » Portfolio Risk Management

PREREQUISITES: Basel Regulations : Impact on Banks

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/02/2019 27/10/2019	09/04/2019	10/06/2019	-	-	-

BASEL REGULATIONS: IMPACT ON BANKS

Course No:
1940



RMs, Analysts, Credit and Risk
professionals, Compliance and Internal
audit staff, Treasury staff, and most other
functional areas.

PURPOSE

All banks are required to comply with the guidelines that has been set by the Basel committee with regard to capital adequacy ratios needed to cover unexpected risks. A working knowledge of Basel guidelines is a must for all functional areas in banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction to Basel capital adequacy norms
- » The need for Bank Capital
 - Basel II – Three pillars
 - a. Capital Adequacy norms
- » Basel III – Overview

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
28/09/2019	27/06/2019	14/02/2019	-	-	-

MARKET RISK MANAGEMENT

Course No:
1913



Treasury, investment, risk
professionals and Internal
audit department

PURPOSE

Market risk refers to the losses from on and off-balance sheet items arising from movements in market prices. This program aims at exploring the different areas of market risk to enable candidates to verify the nature of each of them and be able to measure them in their activities.




LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand:




- » The nature of Market Risk within the context of risk management
- » Major areas of market risk; interest rate risk, exchange rate risk, commodity price risk, equity price risk.
- » Market risk Measurement
- » Market risk Management Models
- » Market risk Mitigation
- » Market risk under Basel accords (VAR)




PREREQUISITES: Basel Regulations : Impact on Banks

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/04/2019 30/10/2019	18/08/2019	13/03/2019 25/09/2019	-	-	-

OPERATIONAL RISK MANAGEMENT			Course No: 1910		
	Intermediate	 2 DAY 	Operations management staff, IT executives, Operational Risk Managers, Back-Office Managers, Settlement Officers, Internal Auditors, Risk Auditors		
PURPOSE This course introduces the concept of Operational risk and discusses events that trigger losses in banks due to operational events. It covers the Basel Committee recommendations on the Regulatory treatment of Operational Risk and its management.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Introduction to Operational Risk & Linkages to other risks » Identification of Operational Risk events /businesses » Measurement of Operational Risk » Mitigation of Operational Risk » Operational Risk treatment » Monitoring of Operational Risk – Key risk indicators, RCSA » BIS Principles on operation risk Management » COSO Principles of Internal Controls 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
28/04/2019 25/08/2019 23/10/2019	17/03/2019	26/02/2019 15/09/2019	12/06/2019	-	-

LIQUIDITY RISK MANAGEMENT			Course No: 1909		
	Intermediate	 2 DAY 	Professionals from Treasury, Market, Risk, Compliance, Internal Audit and Strategic management.		
PURPOSE This program will enable participants to understand the types of liquidity risks and identify their causes. They will learn how to use the available techniques to manage liquidity risk.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Liquidity and solvency » Types of liquidity risk » Causes of liquidity risk » Measures of liquidity riskMeasures of asset/liability liquidity » Managing liquidity risk » Liquidity contingency Plan » Basel III recommendations for liquidity risk management 					
PREREQUISITES: Basel Regulations : Impact on Banks					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
06/03/2019 20/10/2019	01/04/2019	13/11/2019	-	-	-

KEY RISK INDICATORS IN RISK MANAGEMENT			Course No: 1921		
	Intermediate	 1 DAY 	Risk and compliance professionals, corporate bankers and Internal audit professionals,		
PURPOSE Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Risk indicators and importance. » Selecting key risk indicators. » Managing risk indicators. » Prioritizing risk indicators – Heat maps » Controlling, mitigating, reporting and monitoring. » Examples of key risk indicators across the bank departments. 					
PREREQUISITES: Operational Risk Management					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
25/06/2019	28/11/2019	10/10/2019	-	-	-

TRANSFER PRICING			Course No: 1931		
	Specialization	 1 DAY 	ALM Officers, Product Managers, Risk Officers, Internal Auditors, Senior Managers from all departments, Liability Managers and Loan Officers		
PURPOSE This course will enable participants to understand the need for transfer pricing in banks. They will develop working knowledge of the same through this course.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview of Transfer Pricing » Need for transfer pricing » Principles of Transfer Pricing » Methods of Transfer Pricing » Case study 					
PREREQUISITES: Basel Regulations- Impact on Banks					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
11/06/2019	04/11/2019	08/10/2019	-	-	-

VALUE AT RISK

Course No:
1912

Specialization



1 DAY



Risk Managers, ALM officers, Treasury front office and Mid-office staff, Internal Auditors and Credit Risk Managers, Senior Managers from all departments

PURPOSE

This course will help the participants to construct and interpret value at risk measures, discuss methods for extending daily value at risk measures to longer horizons and analyze how value at risk is used in relation to risk capital.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » What is VAR?
- » Key elements of VAR
- » Methods of Calculating VAR
- » Advantages of VAR
- » Limitations of VAR
- » VAR and Regulatory developments

PREREQUISITES: Basel Regulations: Impact on Banks, Market Risk Management

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
12/11/2019	06/10/2019	18/06/2019	-	-	-

CAPITAL PLANNING IN BANKS

Course No:
1932

Specialization



1 DAY



Risk Managers, ALM Managers, Finance Staff, Internal Auditors, Compliance Officers and Treasury Mid-office, Senior Managers from all departments

PURPOSE

Capital is a critical ingredient for the Banks. The banks would need to plan their business strategies to ensure the optimal use of capital as the capital requirements vary from one business to other. The course will discuss how Banks can optimally use their capital.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Importance of Capital Planning
- » Internal Capital Adequacy Assessment Process (ICAAP)
- » Regulatory Capital and Economic Capital-BASEL3
- » Linkages of Capital with Business Plans and Risk Model
- » Risk Tolerance Statement
- » Adequacy of Capital through Stress Testing & Scenario Analysis

PREREQUISITES: Basel Regulations: Impact on Banks

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
22/10/2019	31/03/2019	17/11/2019	-	-	-

BUSINESS CONTINUITY PLANNING

Course No:
1933

Specialization



1 DAY



Risk Managers, Senior Managers, Internal Auditors, Operations Managers and others based on relevance

PURPOSE

This course will familiarize participants with understanding of Business Continuity Planning process. Business continuity is getting increasingly relevant due to the technology driven banking environment where risks of business disruption is extremely high.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Introduction- BCP and DRP
- » Key benefits of BCP
- » 7Ps of BCP
- » Business Impact Analysis
- » Crisis Management and Communications
- » Developing BCP
- » Implementing BCP
- » Testing and Audit of BCP

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
25/04/2018 07/10/2019	08/09/2019	11/03/2019 07/11/2019	-	-	-

RISK BASED INTERNAL AUDIT

Course No:
1917

Specialization



2 DAY



Risk, Compliance and Internal audit professionals, Corporate Bankers

PURPOSE




Risk based audit is superior to traditional audit approaches, it focuses on risks, the underlying causes of financial surprises, not just the accounting records and shifts the focus from inspecting the quality of the financial information to building it into the financial reporting process.

LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand:

- » Overview of Risk Based Internal Audit
- » Basel Guidelines on Internal Audit
- » IIA standards
- » Identification of Risks – Financial & Non-Financial
- » Heat maps to identify high risk areas
- » Audit of governance, Risk Management, Internal Controls
- » Risk Based supervision - linkages with Risk Based Internal Audit

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
22/09/2019	18/03/2019	06/11/2019	-	-	-

STRESS TESTING MASTERCLASS			Course No: 1942		
 Masterclass	 3 DAY	 Risk, compliance, treasury and credit staff at managerial level			
PURPOSE This course would provide an overview of objectives and principles of ICAAP framework prescribed under Pillar II of Basel standard with a specific focus on sensitivity and scenario test cases under stress testing framework under regulatory guidelines and best practices.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » ICAAP Framework » Stress Testing Framework » Credit Risk Stress Testing Components » ALM Stress Testing Components » Market Risk Stress Testing Components » Developing stress testing model 					
PREREQUISITES: Credit Risk Management					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/11/2019	23/04/2019	02/07/2019	-	-	-

CORPORATE GOVERNANCE MASTERCLASS			Course No: 1925		
 Masterclass	 2 DAY	 Risk Professionals, Company Secretaries, Corporate Bankers, Finance Professionals, Compliance and Heads of Business			
PURPOSE The issue of corporate governance currently receives very high attention. Valuable lessons have been learnt in the past from the series of corporate collapses around the world. This training attempts to draw the attention of participants to the UAE Code and Corporate Governance best practices around the world.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » What is Corporate Governance? » Importance of Corporate Governance » International Corporate Governance Standards & UAE Regulations » The Role of Board » Disclosure, Transparency and Independency » The Role of other Stakeholders in Corporate Governance » Global Trends in Corporate Governance-Future of Corporate Governanc 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
07/04/2019 20/11/2019	13/10/2019	12/06/2019	-	-	-

BASEL INSIGHTS MASTERCLASS			Course No: 1941		
 Masterclass	 2 DAY	 Credit and Risk Professionals, Basel officers, compliance and Internal Audit Professionals, Corporate bankers			
PURPOSE The role of Basel guidelines is getting increasingly important in the banking domain. This program aims at introducing the different techniques to calculate CAR for credit risk, market risk, operational risk and liquidity risk as they constitute the measure that should be satisfied by banks.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview of Basel II » Internal Rating based models » Capital requirements for market risk » Measuring operational risk using standardized approach » Pillar Two - ICAAP and Supervisory Review Process » Pillar Three - Market Discipline » Basel III – Modifications » Other key standards 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/11/2019	16/06/2019	24/04/2019	-	-	-

COMPLIANCE & AUDIT

AML FOR NON COMPLIANCE STAFF

Course No:
1934



Officials from all functional areas of the bank as AML compliance is a joint effort

PURPOSE

The course will help to create awareness of Anti money laundering among all the staff in various functional domains of banking. The risk of money laundering is open across business functions and needs awareness and diligent action for its prevention.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Explain nature, process of money laundering and its risks.
- » Understand the risks of the money laundering
- » Understand the similarities and differences of Money Laundering and Terrorist Financing.
- » Apply the KYC, CDD and EDD in verifying identity, transactions of customers
- » Understand UAE Federal Laws and awareness of employee responsibilities

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
22/08/2019	03/03/2019	22/01/2019	-	-	-

CBUAE REGULATIONS – RETAIL

Course No:
1936



All officials in the domain of retail banking

PURPOSE

This program will familiarize the participants with regulations that impact retail banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » To familiarize with the regulatory landscape in UAE.
- » To understand, important Banking Laws, Central Bank of UAE (CBUAE) Regulations, BASEL guidelines.
- » How to apply these regulations in the day to day banking operations.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
07/02/2019	10/06/2019	20/08/2019	-	-	-

CBUAE REGULATIONS – CORPORATE

Course No:
1935



Corporate Banking, Business banking, Senior Managers of all departments, Internal Auditors, Compliance Managers, Risk Managers

PURPOSE

This program will familiarize the participants with regulations that impact corporate banking and business banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Laws and Regulations
- » Civil Code, Commercial Code, Commercial Companies Law & Central Bank law
- » BASEL II CAR
- » Credit Regulations including BCBS Guidelines and Insolvency laws
- » SCA & CBUAE Regulations on Corporate Governance

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
19/08/2019	05/03/2019	28/02/2019	-	-	-

FINANCIAL CRIMES IN BANKS

Course No:
1907



Professional from Treasury, Risk, Compliance, Internal Audit and Strategic management.

PURPOSE




Financial crime threatens the safety and soundness of financial systems world-wide. Recent events and penalties have resulted in Financial Crime moving to the forefront of financial industry concerns and this poses particular challenges for Senior Management, Compliance Officers and Internal Auditors who are all struggling to come to terms with this risk.




LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand:




- » The Background and Nature of Financial crimes
- » Crime- Six types of Financial Crime
- » Financial Crime Lifecycle- Compliance,
- » Predicate Offences
- » Prevention and Detection, Investigation and Remediation
- » Money Laundering/Terrorist Financing
- » Risk-Based Approaches to Combating Financial Crime
- » Sanctions Evasion
- » Big Data's Role in Fighting Financial Crime
- » Corruption/Bribery
- » Legal and Regulatory Framework
- » Unauthorized Banking(as per OCC)
- » Wolfsberg Groups Guidance
- » Financial Crime in Correspondent Banking & Private Banking
- » Cyber crime




Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
23/06/2019	29/09/2019	24/02/2019	-	-	-




FATCA RULES AND REGULATIONS			Course No: 1922		
 Specialization	 1 DAY	 All the bank staff who is in the compliance, taxation, and legal department, senior officials from branches			
PURPOSE The Foreign Account Tax Compliance Act (FATCA) is a US law aimed at foreign financial institutions (FFIs) and other financial intermediaries to prevent tax evasion by US citizens and residents using offshore accounts. It represents a complex and costly compliance task being forced upon financial services firms globally by the US tax authorities.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Summary of FATCA developments » Defining US Accounts » Intergovernmental approach – Model 1 IGA & Model 2 IGA » FATCA's IGAs with the UAE and the Middle East Region » Defining Reportable Financial Institutions » Operational Impact and due diligence requirements for UAE banks and financial institutions- Account Onboarding Procedures-Validity Periods -Document Specifications 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/10/2019	03/07/2019	21/04/2019	-	-	-




COMMON REPORTING STANDARDS (CRS)			Course No: 1937		
 Specialization	 1 DAY	 Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments			
PURPOSE This course will raise awareness of the domain of Common Reporting Standards, which is becoming an increasingly important area in global compliance domain.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Introduction the CRS – Concept and its elements » How to create an awareness of the key requirements of CRS and the implications that it has on financial institutions and their customers » Understand key requirements for classification of entities, financial accounts, and the customers. » To understand the Regulatory requirements on CRS 					
PREREQUISITES: AML for Non-compliance staff.					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
31/03/2019	02/09/2019	05/11/2019	-	-	-




SANCTIONS MONITORING			Course No: 1938		
 Specialization	 1 DAY	 Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments			
PURPOSE The objective of this course is to discuss various methods and strategies to ensure compliance to the sanctions imposed in certain jurisdictions.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to: <ul style="list-style-type: none"> » Understand the terminology, concepts, and processes of Sanctions Monitoring » Understand the different type types of sanctions. » Creating an effective Sanction Screening process. » Global regulation to Sanction – Introduction to UN Sanctions, OFAC, World Check, UAE Blacklist » The use of Technology in Sanction List Monitoring. 					
PREREQUISITES: AML for Non-compliance staff					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
30/04/2019 07/11/2019	26/06/2019	05/09/2019	-	-	-

ANTI MONEY LAUNDERING: LAW, REGULATIONS & BEST PRACTICES			Course No: 1901		
 Specialization	 1 DAY	 All Staff of the bank who would like to get the in-depth knowledge of AML			
PURPOSE The course aims to share the laws and best practices in the domain of anti-money laundering.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Nature of Money Laundering » History and processes of money laundering » Volumes and risks of the money laundering » International standards on AML - FATF, UN initiatives and others » Latest AML cases: International / UAE » AML compliance Management System » UAE initiatives (Federal law, central bank circulars, focus areas of AML risk) 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
10/02/2019 30/06/2019 11/04/2019	31/01/2019 18/08/2019	13/01/2019 02/09/2019 03/11/2019	10/06/2019	07/03/2019	29/08/2019

INTERNAL AUDIT						Course No: 1928
 Specialization  2 DAY  For internal auditors and staff of internal controls department and Risk departments. Also relevant for credit admin and operations staff						
PURPOSE						
This course will help to enhance the skills of the participants relating to the audit and control in banks. This will help to highlight the crucial role of auditing as an important element in the management information system.						
LEARNING OBJECTIVES						
After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » Risk-based internal audit function » Reorganization of the audit function through audit teams (credit audit, treasury, trade finance etc.) » Reconfiguration of the audit universe (i.e. identifying areas to be audited) by grouping, end-to-end transaction and product processing cycles » Implementation of a risk assessment methodology (inherent risk of each auditable unit) » The prioritization of auditable units (categorization into high, medium and low risk auditable units) » Developing and implementation of risk-based auditing tools and techniques » Development of an Audit Charter and Manual (Institute of Internal Auditors and the requirements of the Bank for International Settlements) 						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
13/10/2019	24/03/2019	17/02/2019	-	-	-	

INTERNAL CONTROL						Course No: 1929
 CPD Specialization  2 DAY  Risk Professionals, Internal Audit Personnel, Internal Control Executives, Compliance Staff, Credit Admin Staff, Mid-Office staff.						
PURPOSE						
This Course has been designed to update participants about the latest developments in the domain of Internal Controls which are rapidly evolving in response to changing risks and regulations. A system of effective internal controls is a critical component of bank management and a foundation for the safe and sound operation of banking organizations.						
LEARNING OBJECTIVES						
After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » What are Internal Controls » Objectives of Internal Controls & Nature of Controls » Principles of Internal Control » COSO –Framework of Internal Controls » Control Activities & Segregation of Duties » Basel Rules for Internal Control System » Evaluation of Internal Controls » Role of External Auditors 						
PREREQUISITES: CBUAE Regulations corporate, BASEL – Impact on banks or relevant experience.						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
01/07/2019	12/06/2019	20/03/2019	-	-	-	
27/11/2019		23/10/2019				

DETECTION OF FORGERY AND COUNTERFEITING MASTERCLASS						Course No: 1930
 SIMULATED Masterclass  3 DAY  Tellers, customer services sales team, retail banking, fraud control, credit and audit department						
PURPOSE						
Forgery, counterfeiting, documents screening and verification is a skill that should be enhanced to enable bankers to prevent fraudulent transactions in the bank. This course will help you understand the banking process better, which will support your decision making skills while dealing with possible fraud/ Red Flag scenarios and to detect and uncover these frauds.						
LEARNING OBJECTIVES						
After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » What is fraud and the methods used by fraudsters in a forgery. » Identify different kinds of frauds in Banking » Payment Instruments Fraud (banknotes counterfeiting, cheques and credit cards fraud) » Documents screening and verification (ID fraud, security, » technical and tactical profiling) » Signature forgery and verification. » Check Fraud Prevention » Identity Theft » Employee Fraud Red Flags » Insider Threat » Identity Document Fraud 						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
24/11/2019	01/10/2019	14/04/2019	-	-	-	

EFFECTIVE COMPLIANCE MONITORING SYSTEM						Course No: 1939
 Masterclass  2 DAY  Senior managers in compliance, risk, audit and other functional heads						
PURPOSE						
This course is focused on ensuring effective compliance in all key business functions of the banks. This course aims to identify key compliance requirements in important departments, identify the risk of non-compliance and to take corrective actions.						
LEARNING OBJECTIVES						
After the completion of this course, the learners would be able to understand:						
<ul style="list-style-type: none"> » The role of compliance risk as the foundation of compliance monitoring » Understand the importance of a risk-based compliance monitoring Programme » Identify major compliance requirements across various business functions » Suggest effective monitoring mechanism for effective compliance » Challenges that can arise in implementing the Compliance Monitoring System. 						
PREREQUISITES: CBUAE Regulations- Corporate, Sanctions Monitoring, AML Law & Best practices or relevant experience						
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah	
11/11/2019	27/03/2019	01/05/2019	-	-	-	



05 ISLAMIC BANKING

ISLAMIC BANKING

HOW TO APPROACH THIS CATEGORY?

This vertical covers the entire gamut of the fast emerging area of Islamic Banking and Finance.

With our comprehensive courses, the learners can develop their skills and competencies in the Islamic Banking and Financial domain. The category offers new programs in many specialized areas which can deepen the expertise in the domain.

Roles: Learners can take the advantage of this category for various roles in all functional areas of Islamic Banking.

ISLAMIC
BANKING

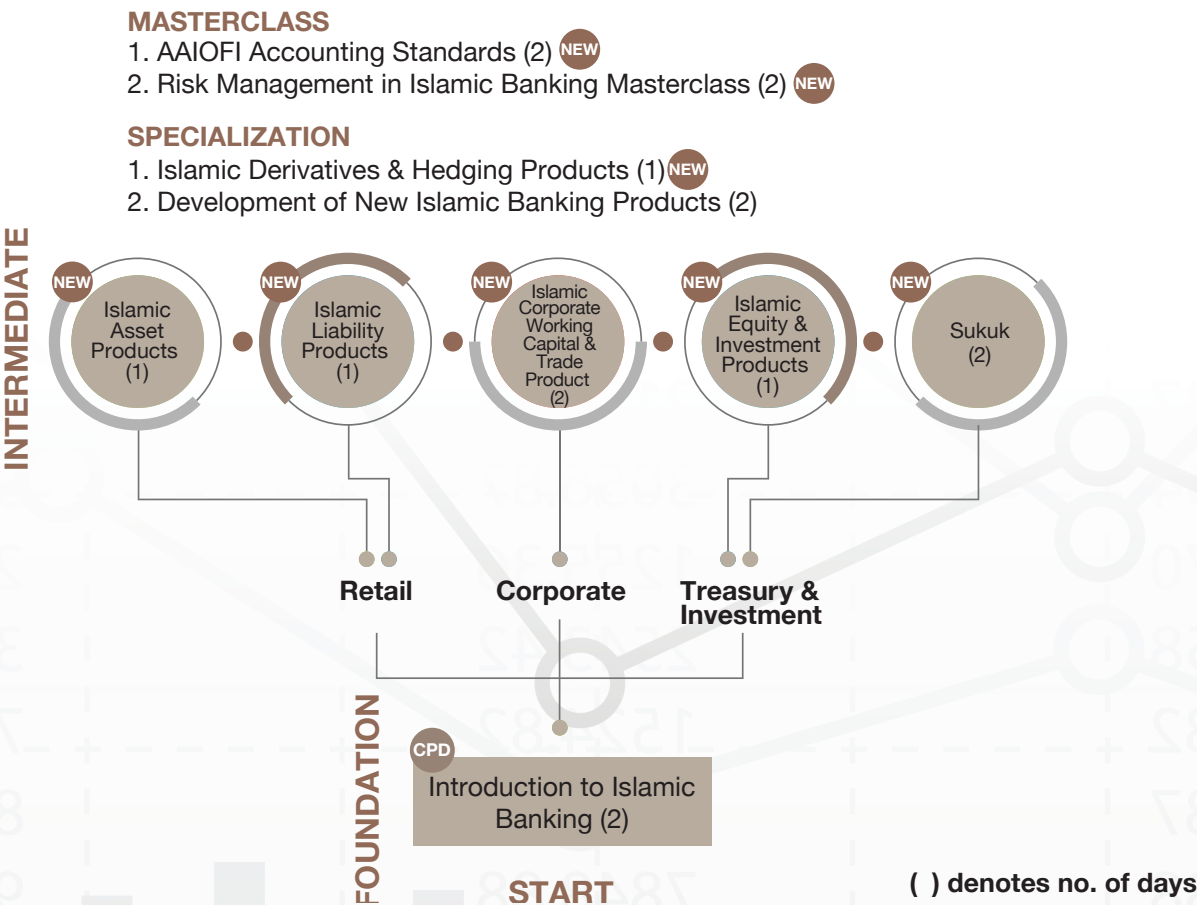
LEARNING PATHWAY

The learning pathway will help the learners to acquire domain expertise in Islamic banking verticals of Retail, Corporate and Investments.

All the learners who are new to the domain should necessarily commence their learning with the CPD program 'Introduction to Islamic Banking'. Post the same, they can choose to focus

on Islamic Retail Products, Corporate Banking or Investment Domains depending on their job roles and career interests.

The specialized courses, which can be useful across various job profiles, can help the learners to develop new competencies in this domain.



ISLAMIC BANKING

INTRODUCTION TO ISLAMIC BANKING

Course No:
1702



New entrants as well as all existing bank employees interested to equip themselves with the fundamental knowledge of Islamic banking and finance

PURPOSE

The introductory course aims to familiarize the participants with the guiding principles of Islamic banking and finance and legal and shari'ah framework within which the industry works. The participants shall analyze the evolution and performance of Islamic banking and finance industry in local and global context.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Key guiding principles of Islamic banking and finance
- » Islamic Finance: industry analysis; evolution, performance; new trends
- » Islamic banking VS conventional banking: Main differences
- » Prohibited elements in Islamic banking and finance - Riba (interest), Gharar (uncertainty) Maysir (gambling) etc.
- » Regulatory and shari'ah framework for Islamic banking and finance institutions
- » Mechanism of fund management in Islamic banks
- » Islamic financing techniques as used in Islamic banks: murabahah, mudarabah; musharakah; ijarah, forward ijarah, salam, tawarruq, istisna'a'a, wakalah, kafalah etc.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/01/2019	17/02/2019	24/02/2019	-	21/04/2019	-
21/08/2019		16/06/2019			

ISLAMIC LIABILITY PRODUCTS

Course No:
1714



Participants working in asset side products and other domains in retail banking.

PURPOSE

This is a focused course in the domain of Islamic liability products. It explains the different types of deposits, contracts used and investment products.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Review of the main shari'ah concepts in Islamic banking and finance
- » Understand the mechanisms and process of structuring deposit products
- » Explain the process of Islamic fund management
- » Describe the mechanism of Islamic current account and saving account;
- » Analyse different types of deposits product based on mudarabah; wakalah and murabahah.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
31/03/2019	02/05/2019	03/09/2019	-	-	-
06/10/2019					

ISLAMIC ASSET PRODUCTS

Course No:
1713



Participants working in asset side products and other domains in retail banking.

PURPOSE

The course focuses on the Islamic loan products especially in the retail banking area. The participants will get a working knowledge about the various products and the contract structures used in the same.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Review of the main Shari'ah concepts in Islamic banking and finance
- » Describe card products in Islamic Banks Fee-based and profit based cards
- » Discuss consumer and personal finance products based on murabahah, salam, tawarruq, services Ijarah
- » Understand home finance Products based on standard ijarah, forward ijarah, Istisna'a, diminishing musharakah
- » Describe Equity- Products based on mudarabah and musharakah
- » Analyze risks related to products and ways to mitigate the risks

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
25/03/2019	02/04/2019	30/04/2019	-	-	-
31/10/2019					

ISLAMIC CORPORATE WORKING CAPITAL AND TRADE PRODUCTS

Course No:
1715



Bankers in Corporate banking, Trade finance, SME, credit department in banks, risk, Relationship managers, analysts and others based on relevance.

PURPOSE

The course aims to provide the participants a sound understanding of Islamic corporate banking domain. The participants would understand the corporate banking solutions include working capital and trade products.



LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:




- » Introduction to trade finance and Islamic principles of trading.
- » Assess key Shari'ah contracts and instruments used in developing Islamic structured trade finance products
- » Explain Instruments used to finance imports & exports (Conventional & Islamic)
- » Describe the process of documentary credits in Islamic banks
- » Compare Islamic Letter of Credit (LCs) VS Conventional LCs
- » Discuss the process and principles of Islamic Working capital finance
- » Explain Letter of guarantees in Islamic banks
- » Explain the process of Islamic shipping guarantees

PREREQUISITES: Introduction to Islamic Banking




Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
28/04/2019	15/09/2019	30/06/2019	-	-	-
03/11/2019					




ISLAMIC EQUITY & INVESTMENT PRODUCTS			Course No: 1716		
	Intermediate	 1 DAY	 Officials in the area of investments, broking, corporate banking, risk, wealth management, private banking and others based on relevance		
PURPOSE This course focuses on the Islamic equity and investment solutions. It will discuss the key features of Islamic equity investments, screening process for shari'ah compliance and the investment products.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to: <ul style="list-style-type: none"> » Get an overview the important characteristics of the Islamic Equity Market » Assess the challenges in developing Islamic funds » Understand the objectives, mechanisms and processes of Shari'ah stock screening » Understand Islamic Real Estate Investment Trusts (I-REITs) structures » Discuss Exchange Traded Fund (ETF) structure 					
PRE-REQUISITES: Introduction to Islamic Banking					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
13/06/2019	07/11/2019	11/04/2019	-	-	-
22/10/2019					

SUKUK			Course No: 1717		
	CPD Intermediate	 2 DAY	 Officials in the area of investments, broking, corporate banking, risk, wealth management, private banking and others based on relevance		
PURPOSE The program aims to familiarize the participants with the dynamics of Islamic capital markets and shari'ah framework of Islamic securities. It analyzes the role of Sukuk in Islamic finance and discusses different sukuk types and their uses in modern finance.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to: <ul style="list-style-type: none"> » Understand the key features of Islamic Capital markets » Compare between sukuk and conventional bonds » Describe Sukuk structuring and issuance process – AAOIFI Standards » Describe the current Sukuk trends and issuance in the market » Distinguish different types of Sukuk programme – case studies » Explain due diligence process and legal documentation for Sukuk structures » Demonstrate the knowledge of AAOIFI standards for capital markets and instruments 					
PRE-REQUISITES: Introduction to Islamic Banking					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/03/2019	29/09/2019	08/09/2019	-	-	-
27/10/2019					

ISLAMIC DERIVATIVES & HEDGING PRODUCTS			Course No: 1718		
	Specialization	 1 DAY	 Officials in the domain of investments, corporate banking and others based on relevance		
PURPOSE This course focuses on the use of derivatives in Islamic banking. The course will explore how hedging can be used to manage the market risks and the principles in this regard.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to <ul style="list-style-type: none"> » Establish the link between the essential principles of Islamic banking such as Riba and Gharar prohibition to hedging » Discuss the risks contained in derivative products, both conventional and Islamic and approach used to mitigate them » Discuss the different Islamic hedging instruments such as Forex waad, Islamic options (Khiyar) , Islamic profit rate swap, urbun etc » Critically analyze wide selection of Islamic hedging instruments » Discuss the challenges faced in Islamic finance engineering and product development related to hedging 					
PRE-REQUISITES: Introduction to Islamic Banking					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
07/04/2019	20/10/2019	17/09/2019	-	-	-

DEVELOPMENT OF NEW ISLAMIC BANKING PRODUCTS			Course No: 1701		
	Specialization	 2 DAY	 Bankers involved in developing and marketing of new products and services Relationship officers and sales executives involved in marketing of new products		
PURPOSE The program aims to familiarize the participants with the shari'ah and legal principles for product designing and to explore the opportunities for new Islamic banking products. It enables the participants to comprehend the process and requisites for Islamic product structuring and identify the challenges in their launch and marketing.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to: <ul style="list-style-type: none"> » An overview of Islamic banking products » Get an overview of development of banking products and new product development process » Discuss marketing strategy, product launch & monitoring and review » Demonstrate approaches to structuring and developing new products: » Explain requisites for Islamic financial engineering that includes Shari'ah, legal, market knowledge, conventional product knowledge etc. » Demonstrate issues related to transactions and operations, Marketing considerations & challenges 					
PREREQUISITES: Introduction to Islamic Banking					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
14/04/2019	16/10/2019	26/06/2019	-	-	-
25/09/2019					

AAOIFI ACCOUNTING STANDARDS MASTERCLASS		Course No: 1719
	 2 DAY	 Employees involved in the Credit, Accounting, Financial control and Auditing functions of Islamic banks, Audit firms professionals and regulators who supervise and inspect Islamic banks
PURPOSE <p>The program aims to familiarize the participants with Islamic accounting principles and broad framework of accounting and financial reporting issues in Islamic financial institutions (IFIs). The participants shall identify the accounting objectives, reporting and disclosure requirements as well as Accounting Standards for IFIs developed by the Accounting & Auditing Organization for Islamic Financial Institutions (AAOIFI).</p>		
LEARNING OBJECTIVES <p>After the completion of this course, the learners would be able to:</p> <ul style="list-style-type: none"> » Explain the need for a reporting framework particularly for Islamic financial institutions. » State the limitations of International Financial Reporting Standards. » Explain the need for financial reporting standards to cater for the unique features of an Islamic financial institution (IFI). » The establishment of AAOIFI and the objectives and concepts of financial reporting for Islamic banks » Explain the AAOIFI Accounting Standards for Murabaha, Ijarah, Istisna'a, Mudarabah, Musharakah, and Investment Accounts » Identify the objectives, reports and disclosure requirements in accounting for Islamic financial institutions » Critically appraise accounting and reporting practices of local and international Islamic banks 		
Dubai 23/06/2019	Abu Dhabi 24/11/2019	Sharjah 11/11/2019
RAK -	Al Ain -	Fujairah -

RISK MANAGEMENT IN ISLAMIC BANKING MASTERCLASS		Course No: 1720
	 2 DAY	 Treasury, credit, risk, compliance officers and senior bankers in various functional areas who need to acquire good knowledge in risk management for Islamic banking
PURPOSE <p>The course aims to provide comprehensive understanding of the Islamic perspectives on risks and its management. It familiarizes the participants with the types of risks involved in Islamic modes of financing and suggests ways to mitigate these risks. The participants shall develop a sound understanding of the risks facing Islamic banks and analyze the techniques and tools used for risk management by Islamic financial institutions.</p>		
LEARNING OBJECTIVES <p>After the completion of this course, the learners would be able to:</p> <ul style="list-style-type: none"> » Explain the need for a reporting framework particularly for Islamic financial institutions. » State the limitations of International Financial Reporting Standards. » Explain the need for financial reporting standards to cater for the unique features of an Islamic financial institution (IFI). » The establishment of AAOIFI and the objectives and concepts of financial reporting for Islamic banks » Explain the AAOIFI Accounting Standards for Murabaha, Ijarah, Istisna'a, Mudarabah, Musharakah, and Investment Accounts » Identify the objectives, reports and disclosure requirements in accounting for Islamic financial institutions » Critically appraise accounting and reporting practices of local and international Islamic banks 		
Dubai 03/07/2019	Abu Dhabi 19/11/2019	Sharjah 13/10/2019
RAK -	Al Ain -	Fujairah -



06

BANKING OPERATIONS

BANKING OPERATIONS

HOW TO APPROACH THIS CATEGORY?

This category focuses on banking operations and general banking programs.

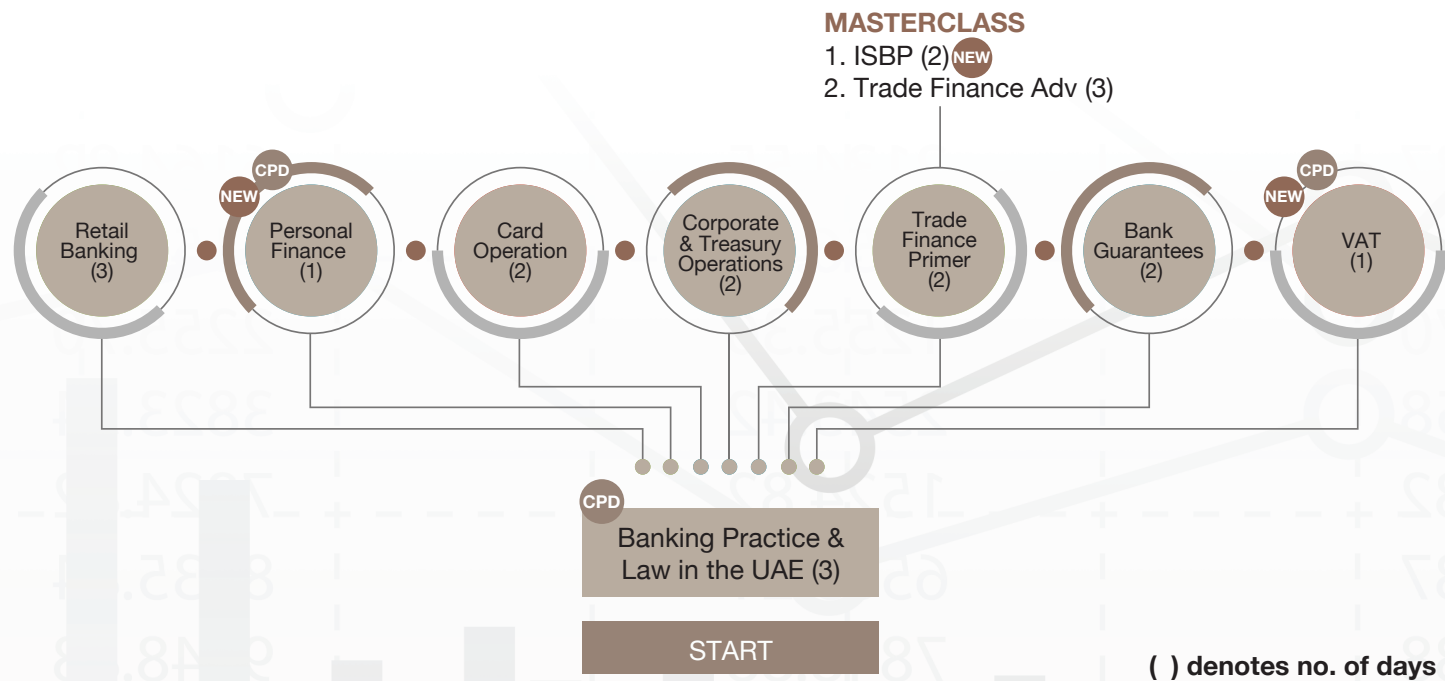
The category also focuses on areas like Banking law and practice, trade finance and other general areas of Banking and Finance.



The learners can start their learning with the foundation program about UAE banking law and practice. Then the learners can choose to specialize in various areas of operations like retail, corporate, treasury and trade finance operations. The learners have the option of further specialization in the Trade Finance domain.

From 2019, the learners can have the option to acquire national accredited certificates known as Continuous Education Units (CEU), which are accredited with credit value by the National Qualifications Authority (NQA). Trade Finance and Bancassurance are certified programs in this domain. Details can be found in the category for National Qualifications.

Roles: The learners can acquire competencies to work in various operations areas, Trade Finance etc.



BANKING OPERATIONS

BANKING PRACTICE AND LAW IN THE UAE

Course No:
1102

Bank officials working in retail, corporate, trade finance and general banking operation. Compliance and Internal Audit managers and anyone new to UAE Banking industry

PURPOSE

This course will help the participants to learn the Banking Practices followed in UAE and become updated about regulatory changes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Structure of UAE banking industry
- » Regulatory Framework and Role of Central Bank
- » Laws relating to Banking regulations in UAE
- » Regulation of Credit and Contracts Law
- » Negotiable Instruments laws
- » Discussion of some of the land mark legal cases in UAE
- » International Practices and Code of Banking Practice
- » Dispute Resolution
- » Cyber Law

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
13/01/2019	29/01/2019	19/02/2019	8/10/2019	20/08/2019	-
19/03/2019	1/4/2019	27/08/2019			
10/9/2019	15/09/2019	22/10/2019			

RETAIL BANKING

Course No:
1109

Officials in all areas of retail banking

PURPOSE

This course will help the learners understand various products and services under the retail banking segment. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Fundamentals of personal and retail banking segments
- » Customer need Analysis
- » Retail product and services
- » Consumer lending and small business banking
- » Credit Card – billing cycle
- » Mortgage lending
- » Channel marketing and social media
- » Market practices and best practices and customer focus
- » New trend in retail banking
- » Cross selling

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
12/2/2019	24/02/2019	3/3/2019	-	-	-
28/04/2019	25/08/2019	16/06/2019			
22/09/2019					

PERSONAL FINANCE

Course No:
1107

Open to all based on requirement

PURPOSE

This program aims to give insights about various aspects of personal finance to the learners. The course would discuss how one can effectively plan their finances, achieve financial goals and handle debt carefully.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Understand the importance of financial planning
- » Learn to quantify their various financial goals like retirement etc.
- » Prepare a basic personal financial plan
- » Discuss how to handle debt carefully to avoid debt traps

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
5/2/2019	26/02/2019	16/04/2019	-	-	-
3/9/2019					

CARD OPERATIONS

Course No:
1120

Officials from Card Operations, Retail Banking and Operational Risk and Internal Audit

PURPOSE

This course covers all operational areas of Card Operations. The course examines the critical success factors including security aspects of the card payment industry.




LEARNING OBJECTIVES


After the completion of this course, the learners would be able to understand:




- » Card Issuer Operations-Third Party Providers
- » Acquirer Operations
- » Card Schemes
- » Scheme Interfaces
- » Acceptance, Chargebacks and Disputes
- » Frauds and Risk Management
- » Certifications-EMV & PCI-DSS
- » Product Enhancements
- » Loyalty and Rewards

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
2/4/2019	1/5/2019	23/06/2019	-	-	-
29/09/2019					

CORPORATE & TREASURY OPERATIONS			Course No: 1115		
	Intermediate	 2 DAY 	Senior personnel of Operations departments, Corporate banking, treasury and Risk and Internal Audit departments		
PURPOSE This course will train participants on key areas of banking operations especially in Treasury, Lending and Trade Finance. They will also be able to understand the need for internal controls.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Banking Regulations » General Banking Operations-A brief Introduction » Trade Finance Operations » Capital Market & Treasury Operations » Internal Controls over Operations/Control of frauds » Ethics and Best Practices 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/03/2019 13/11/2019	20/10/2019	26/06/2019 1/5/2019	-	-	-

TRADE FINANCE PRIMER			Course No: 1111		
	Intermediate	 2 DAY 	Corporate bankers, credit analysts, RMs and other banking professionals who have not attended a formal course in Trade Finance		
PURPOSE This program introduces the learners to the fundamental principles of Trade finance. A strong emphasis is placed on understanding the key elements of customer trade cycle analysis.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Overview of Trade Finance » Commercial Contracts and the Use of Inco terms » Commercial Documents » Methodology's of Payment (open trade, advance payment, collection, LC's , BOP) » Payment Risk – The Risk Ladder » Documentary Credits » Documentary Credit Process » Responsibilities of Correspondent Banks in Trade 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/02/2019 24/04/2019 6/10/2019	20/01/2019 10/4/2019	30/01/2019 17/03/2019 11/9/2019	-	4/9/2019	25/08/2019

BANK GUARANTEES			Course No: 1101		
	Intermediate	 2 DAY 	Personnel of trade Finance and all credit departments. Also relevant for internal auditors, risk personnel and branch managers.		
PURPOSE This is a practical course to understand bank guarantees and standby letters of credit. The course will cover the key dimensions of bank guarantees and the legal frameworks.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Bank guarantees overview (accessory/ non-accessory, direct/ indirect) » Main types of Guarantees » The law related to bank guarantees – UAE CTL » Main issues from practical point of view: Wording, Claims, Extend or Pay claims » Examination of presentations » Types of agreements under bank guarantee transaction » Clauses and format of bank guarantee » The main features of the revision URDG 758 » Advising of guarantees, Amendments » Liability of the Guarantor » Uniform rules for demand guarantee (URDG 458) » Standby Letters of Credit under ISP98 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
7/4/2019 2/10/2019	10/6/2019	25/09/2019	-	-	-

VALUE ADDED TAX			Course No: 1121		
	Foundation	 1 DAY 	Bankers across functional domains looking for awareness about VAT		
PURPOSE This 1-day CPD program introduces the key highlights of UAE Value Added Tax. The participants can understand the salient features of the law and clarify their doubts through this program.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to <ul style="list-style-type: none"> » Understand how VAT works » Analyze key highlights of UAE VAT regulations » Understand the impact on banking and financial sectors 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
12/3/2019 2/5/2019 13/10/2019	20/08/2019	9/4/2019 10/9/2019	-	-	-

TRADE FINANCE MASTERCLASS

Course No:
1112

All officers who have attended Trade finance Basic course or Officers with at least 3 years of experience in Trade or Credit departments in Banks.

PURPOSE

This advanced course will provide delegates who are already familiar with or are working in a trade finance environment, an insight into the more complex trade finance techniques that are becoming more common.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Trade Finance versus 'balance sheet lending'
- » Different types – Bid, Performance, Advance payment and Retention bonds
- » Understanding, identifying and managing risk (Importer, Exporter's risk & ML risk)
- » Rules governing guarantees and bonds (Legal jurisdiction and expiry date issues)
- » Risk mitigation, management and transfer
- » The mechanics and use of: Back to Back L/C structures, Transferable L/Cs, Revolving L/Cs
- » Standby L/C's (SBLCs)
- » Receivables Financing
- » The effective use of red and green clause letters of credit
- » Mechanics of Factoring and Invoice Discounting
- » Standards of checking Documents
- » Forfeiting – an important adjunct to the TF mechanism
- » Structuring Finance for the Trader
- » Role of Credit Insurance and Nightmare scenarios
- » International Demand and Contract Guarantees / Bonds Scope and Application
- » Bank Payment Obligation

PREREQUISITES: Trade Finance Primer

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
14/04/2019	5/3/2019	26/03/2019	-	-	-
25/08/2019	1/10/2019	22/09/2019			
27/10/2019					

TRADE FINANCE DOCUMENTS
EXAMINATION (ISBP) MASTERCLASSCourse No:
1113

Trade finance, Documentary Credit, Audit senior staff who should be familiar with UCP 600

PURPOSE

This course will help the learners understand how the practices articulated in UCP 600 are applied by documentary practitioners. It will help to determine compliance of documents with the terms of letters of credit and the impact of modification or exclusions of provisions of UCP 600 on International Standard Banking Practice.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Preliminary Considerations
- » The application and issuance of the credit
- » General Principles
- » Invoices
- » Ocean / Marine Bills of Lading (Covering Port-to Port Shipments)
- » Charter Party Bill of Lading
- » Multimodal Transport Documents
- » Air Transport Documents
- » Road, Rail or Inland Waterway Transport Documents
- » Insurance Documents
- » Certificate of Origin

PREREQUISITES: Trade Finance Primer

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/04/2019	18/09/2019	31/03/2019	-	-	-
6/11/2019		16/10/2019			



07

HUMAN CAPITAL & PERSONAL DEVELOPMENT

HUMAN CAPITAL & PERSONAL DEVELOPMENT

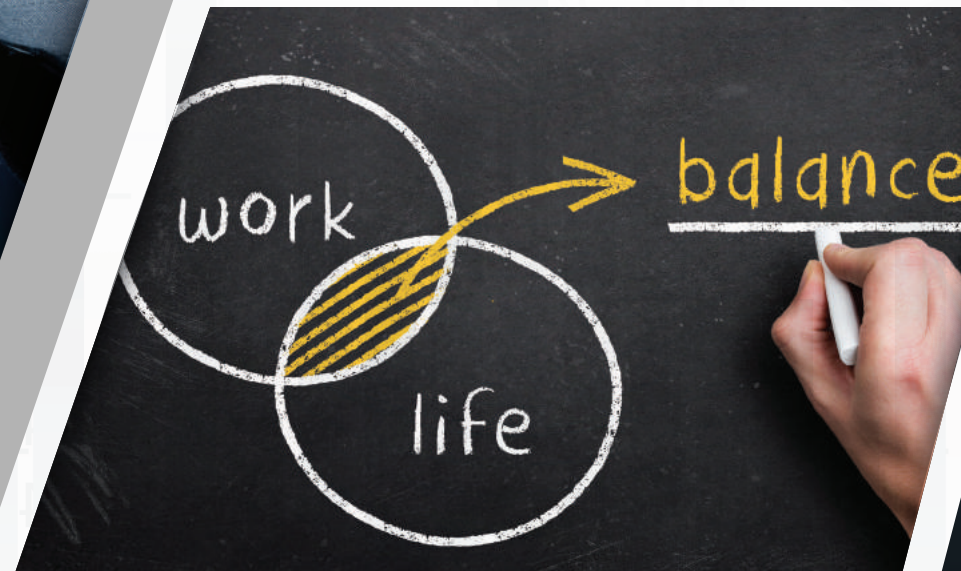
HUMAN CAPITAL

This category focuses on contemporary programs in various domain areas of human resources management.

The revamped category features contemporary topics focused on developing and retaining talent. The courses in the area of talent management, competency framework and other areas will give great insights for learners.

PERSONAL DEVELOPMENT

A key highlight of the 2019 training plan is the fully revamped Personal Development category. With 18 course offerings, the category covers all key facets of self-development. The courses have been designed with inputs from strategic partners to ensure that the workforce is prepared for the major disruption in the banking space. This disruption warrants an attitudinal shift in the approach of both the learners and the industry to manage the transition.



PERSONAL DEVELOPMENT

1. Managing Stress at Workplace (1)
2. Giving Effective Feedback (1)
3. Personal Branding (1)
4. Tolerance to Change & Uncertainty (1)
5. Work Life Balance (1)
6. Diversity Awareness at Workplace (1)
7. Entrepreneurial Thinking (1)
8. Working with a challenging Boss (1)
9. Managing Multiple Tasks, Priorities & Deadlines (1)
10. Leading With Emotional Intelligence (2)
11. Building & Leading High Performance Team (1)
12. Getting Most out of your 24 Hours (1)
13. Leading Businesses To Disruptive Future (1)
14. First Time Managers (2)
15. Aspiring Managers (2)
16. Introduction to Neuro Linguistic Programming
17. Impactful Presentation with Technology (1)
18. Basic Arabic communication for Non-Arabic Speakers

HUMAN CAPITAL

1. Coaching For Performance (2)
2. Learning Needs Analysis (2)
3. Performance Management & Appraisals (2)
4. Project Management (2)
5. Talent Acquisition & Succession Planning (2) **NEW**
6. Competency Based Framework (2) **NEW**
7. Strategic Talent Management (2)



HUMAN CAPITAL

COACHING FOR PERFORMANCE

Course No:
1602

Intermediate



2 DAY

Target Audience:
Managers, Team
leaders

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Coaching models
- » How to Structure coaching sessions that flow
- » How to hold attention on what is most important to your client
- » How to listen for transformation, helping people break through old patterns and habits
- » How to Support inspirational action plans and accountability structures

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
19/02/2019	27/05/2019	9/4/2019	11/9/2019	3/7/2019	-
19/05/2019		16/10/2019			

PERFORMANCE MANAGEMENT & APPRAISAL

Course No:
1613

Intermediate



2 DAY

Target Audience:
HR professionals,
Managers, Team
Leaders

PURPOSE

Performance Management is key in aligning organization a goals with individuals' objectives. This program will cover how to motivate staff through cost effective strategies and sharpen the skills of supervisors in assessing the performance of staff. This program could be highly effective for learners in a team management role.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Roles and responsibilities of individuals and managers in performance management process
- » Goal setting and taking ownership of performance overview
- » Importance of ongoing feedback
- » Reward performance appropriately
- » Defining standards of performance and setting benchmarks
- » Designing and installing effective performance measurement systems
- » Conducting performance appraisal discussions

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
17/03/2019	16/06/2019	18/09/2019	-	-	-
5/11/2019					

LEARNING NEEDS ANALYSIS

Course No:
1616

Intermediate



2 DAY

Target Audience:
HR and L&D
professionals

PURPOSE

This program is for professionals who want to gain an understanding of conducting needs assessment for training, organizational development, and other organizational projects involving people and processes

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Types of need analysis
- » Assess knowledge, skills and competencies
- » Plan, design LNA
- » Learning need analysis process
- » Understanding the cost benefit implications

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/03/2019	23/06/2019	10/9/2019	-	-	-

PROJECT MANAGEMENT

Course No:
1617

Intermediate



2 DAY

Target Audience:
Managers, Business
Analysts, Project teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.




LEARNING OBJECTIVES




After the completion of this course, the learners would be able to understand

- » Key definitions, concepts, terminology, and roles
- » Identifying the project work by creating the work breakdown structure (WBS)
- » Project work estimation – time and cost
- » Work assignments and determining resources required for project completion
- » Assigning ownership to tasks
- » Budget creation
- » PMI guidelines

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
12/2/2019	25/06/2019	22/09/2019	-	-	-
11/11/2019					

TALENT ACQUISITION & SUCCESSION PLANNING			Course No: 1624		
 Specialization	 2 DAY	 Target Audience: HR Professionals in Recruitment, Talent management			
<p>PURPOSE An organization's success is driven by the quality of the talent working with it. It is very vital to acquire the right talent, retain them and plan for succession. This course is targeted at HR professionals working in areas like talent planning, recruitment etc.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to</p> <ul style="list-style-type: none"> » Identify the importance of talent acquisition and linking it to organizational objectives » Develop a talent acquisition strategy » Discuss the importance of strong brands in attracting talent » Succession planning strategies 					
Dubai 10/4/2019	Abu Dhabi 25/09/2019	Sharjah 12/6/2019	RAK -	Al Ain -	Fujairah -

COMPETENCY BASED FRAMEWORK			Course No: 1625		
 Specialization	 2 DAY	 Target Audience: HR Professionals			
<p>PURPOSE Competency based frameworks are used by organizations to achieve organizational and individual development. Understanding and mapping the competencies of various roles helps in effective talent acquisition, rewards, learning and development etc.</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to</p> <ul style="list-style-type: none"> » Understand competency based framework » Discuss the significance of competency framework » Identify various competencies for various roles » Steps in competency based framework development » Implementing the framework 					
Dubai 10/2/2019 29/09/2019	Abu Dhabi 17/04/2019	Sharjah 30/06/2019	RAK -	Al Ain -	Fujairah -

STRATEGIC TALENT MANAGEMENT			Course No: 1621		
 Specialization	 2 DAY	 Target Audience: HR Professionals, Functional Heads			
<p>PURPOSE Companies must develop talent strategies that are both nimble and effective at engaging and retaining key human capital. To achieve these goals, companies need an integrated, systematic approach to attracting, developing, engaging, and retaining critical talent</p> <p>LEARNING OBJECTIVES After the completion of this course, the learners would be able to learn</p> <ul style="list-style-type: none"> » How to assess an organization's approach to managing talent and its alignment with overall business strategy? » Devise strategies for developing, engaging, and retaining key talent » Techniques for fostering a culture that supports talent management efforts and delivers on an organization's employment brand » How to measure the effectiveness of individual talent programs? » Boundary less Talent Management (BTM) Model 					
Dubai 19/06/2019	Abu Dhabi 14/04/2019	Sharjah 9/10/2019	RAK -	Al Ain -	Fujairah -

PERSONAL DEVELOPMENT

MANAGING STRESS AT WORKPLACE

Course No:
1609



PURPOSE

Stress is a common sight in the modern day workplace environment. This 1-day program helps the participants to manage stress at their workplace.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Understand stress and its impact
- » Analyze factors causing stress
- » Learn various techniques to manage stress
- » Learn how to prioritize things and manage pressure

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
14/03/2019 14/05/2019 8/10/2019	23/04/2019	29/01/2019 26/05/2019	-	-	-

GIVING EFFECTIVE FEEDBACK

Course No:
1626



PURPOSE

Giving effective feedback is extremely critical in professional and personal life. Effective feedback could help to motivate your team to achieve greater things and avoid pitfalls. The course aims at helping learners in this regard.

LEARNING OBJECTIVES

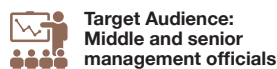
After the completion of this course, the learners would be able to understand

- » How to value Feedback as a gift
- » How to give constructive feedback.
- » How to communicate constructive criticism
- » Various models in giving feedback – DESC, STAR, GROW etc

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
5/2/2019 17/09/2019	21/05/2019	13/05/2019	-	-	-

PERSONAL BRANDING

Course No:
1627



PURPOSE

In this current highly competitive world, its extremely important that you learn to differentiate yourself from the crowd. The course helps you with effective strategies to develop your personal brand.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » What is personal branding
- » Building your brand – what sets you apart
- » Identify ways to communicate your brand
- » How to increase visibility of your brand?

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
22/05/2019 8/9/2019	18/06/2019	7/3/2019	-	-	-

TOLERANCE TO CHANGE & UNCERTAINTY

Course No:
1628



PURPOSE

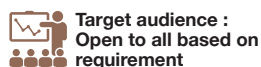
The world is undergoing disruptions like never before, mainly driven by technological changes. It is critical for organizations and employees that they are well prepared on all fronts to manage these challenging times

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Importance of developing tolerance to change and uncertainty
- » Understand the root causes of uncertainty
- » Discuss various strategies to manage uncertainty
- » How to help your employees manage uncertainty and change

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
26/03/2019 21/10/2019	30/04/2019	2/7/2019	-	-	-

WORK LIFE BALANCECourse No:
1629Target audience :
Open to all based on
requirement**PURPOSE**

Given the increasing responsibilities and challenges at the workplace, employees are finding it tough to strike the right balance between professional and personal life. This often hurts the individual and the organization. The program discusses various strategies to maintain the balance

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Define work-life balance and how it applies to participants
- » Develop work-life balance goals and specific actions
- » Determine accountability triggers to support achieving work-life balance
- » Learn how to utilize productivity tools to support and incorporate work-life balance goals
- » Gain strategies in how to acquire the time to get important personal activities integrated into the calendar
- » Understand how to maintain work-life balance through effective daily and weekly planning

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
3/4/2019	19/05/2019	27/08/2019	-	-	-

DIVERSITY AWARENESS AT WORKPLACECourse No:
1631Target Audience:
Open to all based on
requirement**PURPOSE**

The nature of workforce has changed significantly over the past many years, given the highly globalized market. In a country like UAE, where the workforce is highly diverse, its critical for everyone to understand and appreciate work force diversity.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Diversity: Importance
- » Learn to work together in a diverse work environment
- » Developing a culture of inclusion
- » Managing multi-generational work force

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
22/01/2019 29/08/2019	14/05/2019	19/03/2019	-	-	-

ENTREPRENEURIAL THINKINGCourse No:
1632Target Audience:
Middle and Senior
Management**PURPOSE**

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » What is Entrepreneurial thinking
- » How entrepreneurs think
- » The entrepreneurial process and its management
- » How to recognize opportunities to develop and grow businesses?
- » How to manage failures

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
28/02/2019	31/03/2019	21/08/2019	-	-	-

WORKING WITH A CHALLENGING BOSSCourse No:
1633Target Audience:
Open to all based on
requirement**PURPOSE**

Everyone has a boss. While many could be supportive, there could be challenging bosses. It is important for the career of the employee as the well the organization that the relationship is mutually satisfactory.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Know the common issues in a workplace
- » Strategies to work with a difficult boss without losing cool
- » How to handle tough scenarios professionally
- » How to improve communication

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/02/2019 1/10/2019	12/5/2019	29/05/2019	-	-	-

MANAGING MULTIPLE TASKS, PRIORITIES & DEADLINESCourse No:
1634**PURPOSE**

It's a common sight in corporate world to find people having multiple tasks, priorities and deadlines. Often most of these are important and its very difficult to manage the same. The course aims at helping learners in this regard

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Evaluating and establishing priorities to meet deadlines
- » Effective planning and management techniques
- » How to effectively do multi task?
- » Use positive communication and influencing techniques to ensure work is completed on time

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
2/7/2019 3/11/2019	16/05/2019	17/02/2019	-	-	-

LEADING WITH EMOTIONAL INTELLIGENCECourse No:
1612**PURPOSE**

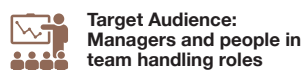
Emotional Intelligence is becoming an important field of research especially when it comes to managing emotions in the work place. Analyzing your own emotional intelligence and understanding how to manage your own emotional reactions to achieve desired results is one of the main modules that will be covered in this program.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Understand Emotional intelligence
- » Develop self-awareness
- » Awareness of others and empathy
- » Develop self-regulation
- » Build relationships

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
26/02/2019 15/05/2019 23/10/2019	22/05/2019	24/04/2019 15/09/2019	-	-	-

BUILDING AND LEADING HIGH PERFORMANCE TEAMSCourse No:
1635**PURPOSE**

Highly effective teams are the backbone of any successful organization. This course helps the learners to build and manage high performance teams

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Essentials of a high performance team
- » Develop and manage a high performance team
- » Analyze the role of the trust factor
- » Effective communication
- » Lead teams to success

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/02/2019 22/10/2019	13/05/2019	5/9/2019 23/05/2019	24/06/2019	9/9/2019	-

GETTING MOST OUT OF YOUR 24 HOURSCourse No:
1623**PURPOSE**

Everyone has the same 24 hours. But some are effective in achieving many things within that period. This course aims at sharing some methods and best practices to get most out of your time

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Importance of time as a resource
- » Time stealers
- » Analyzing your use of time
- » Time management techniques

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/03/2019 29/05/2019	7/2/2019	15/01/2019 12/5/2019	21/05/2019	26/09/2019	-

LEADING BUSINESSES TO A DISRUPTIVE FUTURECourse No:
1636Target Audience:
Functional Heads,
Senior Managers**PURPOSE**

The field of business is getting disrupted like never before. Business models are getting changed driven by technology. In this context, it is important that functional managers need to prepare and reorient themselves and their teams for the disruptive changes.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Analyze the disruption in the global business landscape – VUCA world
- » Understand the role of leadership in digital disruption
- » 'Must Have' qualities of leaders in the disruptive era
- » Changes needed in strategy and leadership style

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
25/02/2019	30/06/2019	19/05/2019	-	-	-
25/08/2019					

FIRST TIME MANAGER PROGRAMCourse No:
1637Target Audience:
For First time managers**PURPOSE**

Not many people get the chance to manage teams. People who get the opportunity need to learn how to prepare themselves to be an effective manager. It needs many skills, changes in your thought process and styles to prepare yourself to be a successful manager

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » The career pathway: Member- Manager- Leader
- » Common pitfalls of a first time manager
- » Facilitate meetings and discussions
- » Communicate effectively to the team
- » Effective delegation
- » Motivate the team
- » Appraising performance
- » Taking control as a manager
- » Make an impact

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
6/2/2019	12/3/2019	7/4/2019	-	-	-
13/10/2019		2/9/2019			

ASPIRING MANAGER PROGRAMCourse No:
1638Target Audience: For
people who are likely to
move to Manager roles**PURPOSE**

Many people aspire to become managers at their workplace. However not everyone has the skillsets and gets the opportunity to be a Manager. But it's important that anyone who possess the functional skills and aspires to be in that role, prepares himself to take over the role in the future. The course aims to help the learners to understand the skills, competencies, responsibilities of on becoming a manager

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Get the feel of managing teams
- » Develop a grounding in basics of management
- » Understand Key skills required for a manager
- » Transition to Managing roles

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/04/2019	1/5/2019	27/10/2019	-	-	-

INTRODUCTION TO NEURO LINGUISTIC PROGRAMMING (NLP)Course No:
1639Target Audience: For
HR Professionals,
Participants in Leadership
roles**PURPOSE**

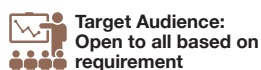
NLP is fast emerging as an influential area in the domain of personal development. NLP programs help participants to understand others better, improve their relationships and influence others. This is an introductory course to this highly specialized area aimed at giving an overview about NLP.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to

- » Understand what is NLP
- » Analyze how does NLP work and its applications
- » Appreciate how can NLP help you?

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
15/10/2019	15/05/2019	24/03/2019	-	-	-

IMPACTFUL PRESENTATIONS WITH TECHNOLOGYCourse No:
1811**PURPOSE**

Making effective presentations is highly critical in your career. The course introduces how to make good presentations using technology tools like PowerPoint, Prezi and other digital tools.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand

- » Ingredients of a good presentation
- » Dos and don'ts of a good presentation
- » Brief overview of key features of PowerPoint, Prezi, Canva etc

Sharjah	Abu Dhabi	Dubai	Fujairah	Al Ain	Rak
03/04/2019	27/08/2019	08/10/2019	-	-	-

BASIC ARABIC COMMUNICATION FOR NON NATIVE SPEAKERSCourse No:
1640**PURPOSE**

This course is meant for non-Arabic speakers who are keen on learning basic communication in Arabic. This will help them to improve their dealings with the customers and in their social life. This course covers only basic speaking skills and doesn't cover writing skills.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand how to

- » Basic communication
- » Everyday words and sentences
- » Use basic Arabic at workplace and social engagements

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
21/05/2019	4/9/2019	5/3/2019	-	-	-



BUY AND SELL THE ASSET - DISADVANTAGES

- Little historical support and resistance levels
- The danger of blindly trend trading
- Price volatility
- Market sentiment is not fixed
- Uncertainty about hard forks and internal direction
- Conflict with central banks and economic growth
- Conflict with the financial world
- Who will be the crypto winner?
- Other established markets offer enough trading

BUY AND SELL THE A

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- The danger of blindly trend trading
- Price volatility
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- Conflict with the financial world
- Who will be the crypto winner?
- Other established markets offer enough trading

08

QUALITY MANAGEMENT

QUALITY MANAGEMENT

HOW TO APPROACH THIS CATEGORY?

This is a comprehensive category which covers the two areas of Quality namely Quality Management and Quality Assurance.

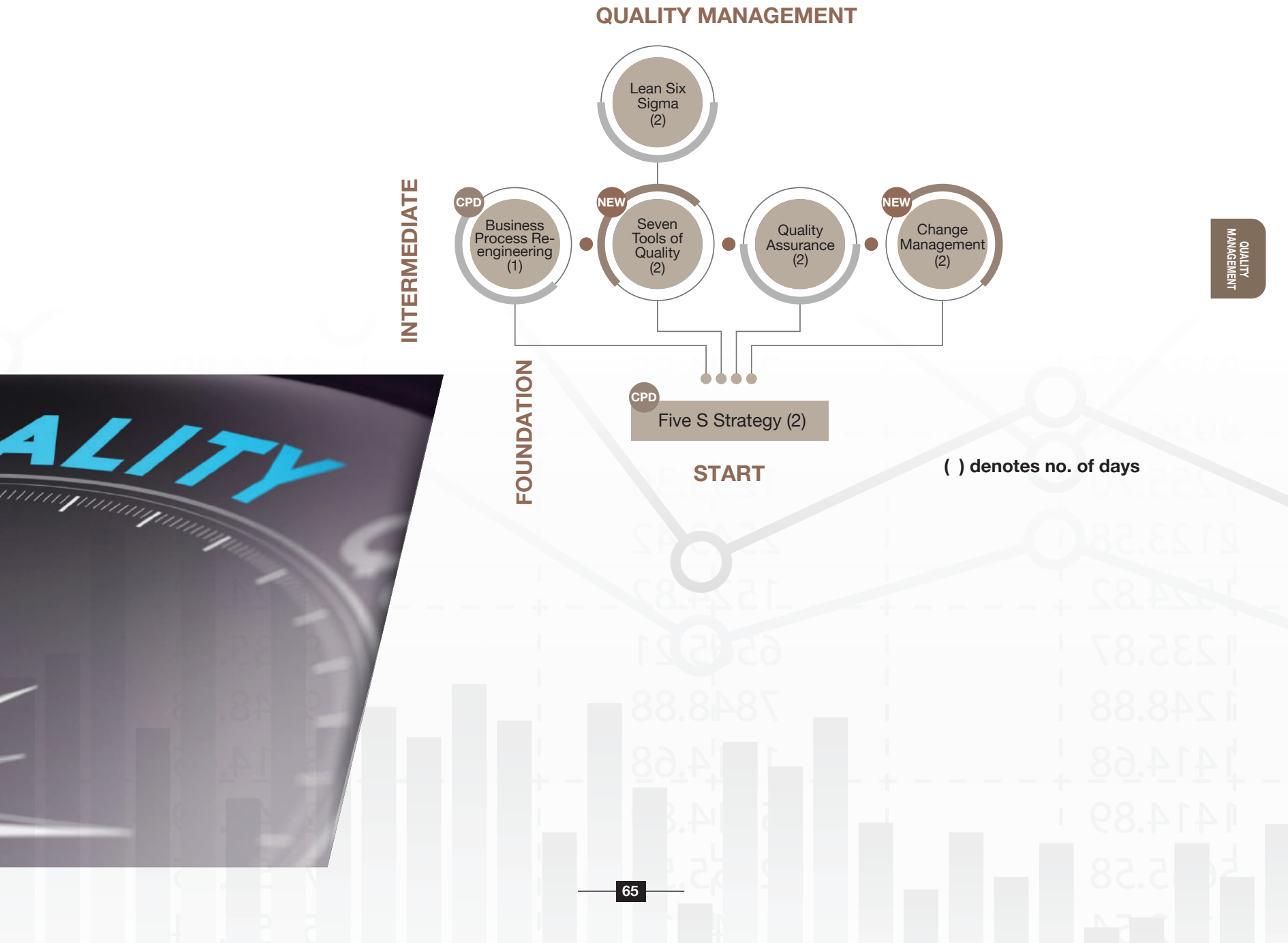
Through various programs the participants can develop their skills and competencies in the quality domain.

Roles: The learners can make the best use of this category to develop competencies for roles in various areas of operations, audit, IT management and quality.



QUALITY MANAGEMENT AND ASSURANCE

Learners can gain expertise in various areas of quality in this vertical. The foundation level program is 5s strategy which will give the participants a strong foundation in process management which is critical for implementation of quality. The vertical then branches into tools of continuous improvements which is seven tools of quality, change management or six sigma (Six sigma requires a prerequisite of 5s and seven tools of quality). The program on Business Process Reengineering explains how to achieve sudden and big improvements in the process. Quality assurance program talks about the various approaches of assuring quality like ISO, EFQM.



QUALITY MANAGEMENT

FIVE S STRATEGY

Course No:
1001



Managers and staff who are looking at 5s implementation in their respective roles.

PURPOSE

5S is workplace management where the work area and workplace are organized and ritualized to minimize the loss of time and the use of movement. Originally part of Lean manufacturing philosophy (also known as the Toyota production System), its principles for eliminating wasted time and unnecessary motion are universally applicable to everyone and every business.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Understand the purpose of 5s
- » Understand 5S Program Steps
- » Analyze the five steps of 5s- Sort, Straighten, Shine, Standardize and Sustain.
- » 5s implementation in Banks

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
6/3/2019 21/08/2019	10/3/2019	6/2/2019	-	-	-

BUSINESS PROCESS RE-ENGINEERING

Course No:
1002



Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

This course helps delegates to understand the basics of process design and analysis and how to radically change a process using the framework of Business process reengineering.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview about Business Process Re-engineering
- » Process definition to develop value stream maps
- » Improving process efficiency using the framework of Business process reengineering (BPR)

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
24/04/2019 15/10/2019	17/04/2019	19/03/2019	-	-	-

SEVEN TOOLS OF QUALITY

Course No:
1007



Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers

PURPOSE

The seven basic quality control tools are a set of commonly used graphical statistical analysis tools. They can be used to solve many different types of problems, not just quality problems. The seven tools are: cause and effect diagrams, check sheets, control charts, histograms, Pareto charts, scatter plots, and flow chart.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Understand dimensions of Quality
- » Describe each of the tools - Cause and effect diagrams, Check sheets, Control charts, Histograms, Pareto charts, Scatter plots, and Flow chart
- » Use of these tools in banking and finance

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
13/03/2019 8/9/2019	10/4/2019	17/02/2019	-	-	-

QUALITY ASSURANCE

Course No:
1006



Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

Quality assurance is required as an integral part of the Quality Management system of an organization to ensure that the products or services being delivered meet the expectations of the customer. This training program aims at providing the participants with detailed understanding of the best practices in the Quality assurance space and how to practically implement Quality Assurance in banking.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Overview of Quality Assurance techniques
- » Core principles of Quality Assurance
- » Techniques for Quality assurance
- » Quality Awards and models- Dubai Quality Award, EFQM model
- » Using ISO9001 framework to implement quality assurance

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/03/2019 28/08/2019	8/9/2019	17/04/2019	-	-	-

CHANGE MANAGEMENT

Course No:
1008

Intermediate

2 DAY

Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process owners, Internal auditors

PURPOSE

Change is something that can be seen positively in an organization but also cause stress in an organization if not managed properly. This course provides a framework to implement change effectively in an organization and explains how change management can be used as a way to improve quality and customer satisfaction in an organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand::

- » Introduction to organizational change, values and cultures
- » Change thinking: The Plan-Do-Check-Act (PDCA) cycle
- » Common approaches to change management
- » Increasing readiness to change: Role of the customer/stakeholder
- » Cycles of change and the change curve
- » Barriers and enablers of change

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
31/03/2019	28/04/2019	23/01/2019	-	-	-
6/10/2019		18/09/2019			

LEAN SIX SIGMA

Course No:
1003

Specialized

2 DAY

Quality professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers , Process owners, Internal auditors

PURPOSE

Lean six sigma is widely recognized as one of the most effective quality tools with applications in manufacturing and service sector. While lean methodology focuses on reduction of wastage in a process, six sigma is a structured data driven approach that strives towards greater than 99% efficiency. The combination of these two methods promises to give exceptional results in terms of process improvement, error reduction and hence reduced costs and increased customer satisfaction.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Lean six sigma methodology
- » DMAIC model
- » Overview of use cases of six sigma in banking

Pre-requisite: Five S & Seven tools of Quality

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/03/2019	21/04/2019	12/6/2019	2/10/2019	18/09/2019	-
3/7/2019	30/10/2019	28/08/2019			
3/11/2019		13/10/2019			

09

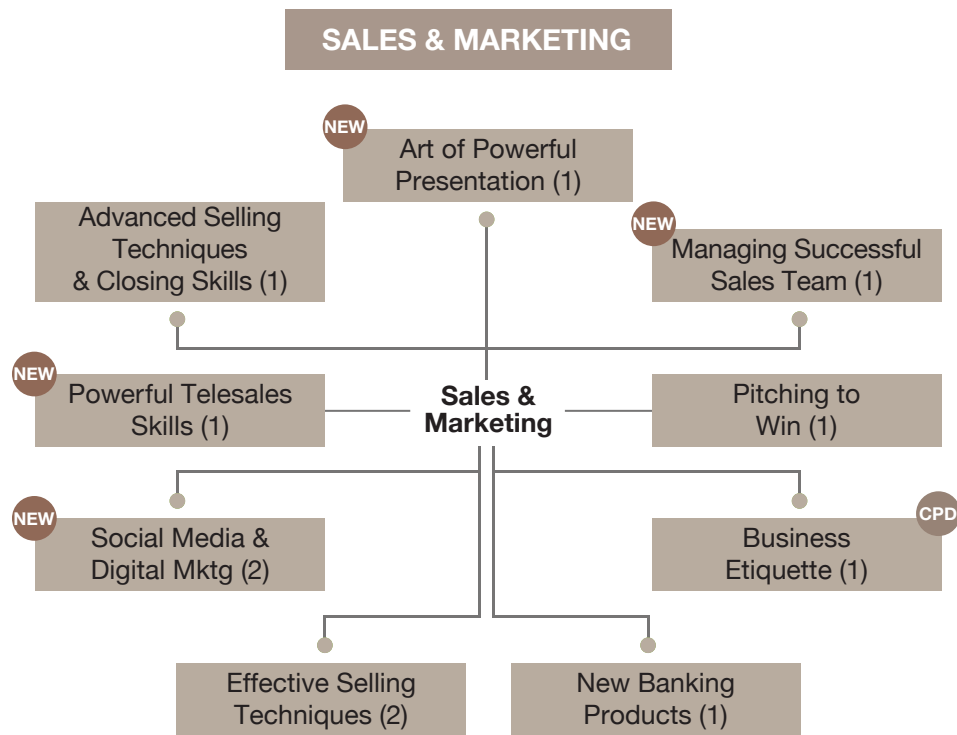
MARKETING, SALES & CUSTOMER SERVICE

MARKETING, SALES & CUSTOMER SERVICE

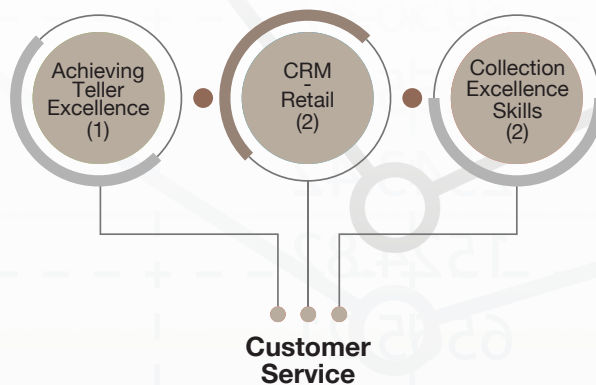
The highly competitive business environment in the financial industry demands professionals to be prepared with new skillsets in the domain of marketing sales and customer services.

The various offerings in this category delivered by our expert trainers, would help the learners to sharpen the skillsets to meet the complexities of the industry.

Learners can expect to acquire various skills related to negotiating deals, overcoming obstacles, resolving customer issues and closing sales. The category also covers the domain of customer service with various offerings, which will help the industry to meet the high expectations of the customers.



CUSTOMER SERVICE



() denotes no. of days

MARKETING,
SALES &
CUSTOMER
SERVICE

MARKETING, SALES & CUSTOMER SERVICE

ART OF POWERFUL PRESENTATION

Course No:
1517



Foundation



1 DAY



Open to all based on requirement

PURPOSE

Presentations are an integral part of today's business world. The opportunity to make a presentation should be ideally used to create a powerful and lasting impact on the audience. This course is designed to help the learners in this area.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Understand the ingredients of a powerful presentation
- » Learn how to create an impact
- » Techniques and tips to improve the effectiveness
- » Common pitfalls – How not to present

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
11/3/2019 24/09/2019	2/7/2019	30/06/2019	-	-	-

EFFECTIVE SELLING TECHNIQUES

Course No:
1512



Foundation



2 DAY



Staff members involved
in Sales roles

PURPOSE

This program will help attendees realize the importance of successful selling techniques implementation in complimenting and emphasizing the relationship between the client and organization.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to manage the customers' expectations to maximize customer value?
- » Required skills for the ideal customer service agents in order to manage customers mind set
- » Planning and preparing for the selling journey
- » Presale check list
- » Impact of first impression and first stage of the selling journey
- » Different types of selling, and the cause of the execution
- » Finalizing the sale by ensuring and maintaining customer rapport
- » The importance of product knowledge in the process of sales execution
- » Handling objections and complaints
- » Ensure constant customer satisfaction and trust

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/01/2019 15/05/2019 9/10/2019	26/05/2019 18/09/2019	20/03/2019 25/08/2019	-	23/06/2019	-

ADVANCED SELLING TECHNIQUES & CLOSING SKILLS

Course No:
1516



Intermediate



1 DAY



Officials involved in Sales roles

PURPOSE

This program is the next level of the effective selling techniques program. This course aims at sharing some of the best practices and techniques in sales and closing a transaction successfully.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » How to ask better questions to add value to customer
- » How to persuade customers with a structured approach and using psychology.
- » How to handle cases without immediate close?
- » How to employ a variety of closing techniques depending on the customer's response and the nature of the interaction?

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
1/4/2019 12/9/2019	-	18/06/2019	-	-	-

POWERFUL TELESales SKILLS

Course No:
1508



Foundation



1 DAY



Officials in sales
departments, especially
in call centers

PURPOSE

Telesales is a highly effective sales channel for most banks. It is extremely important to ensure highest professionalism in dealing with the customer over the phone. The callers have a tough task of relating their product to the customer needs and closing the sales. This course will help them to be more effective in their roles.




LEARNING OBJECTIVES




After the completion of this course, the learners would be able to:




- » Understand the difference in telesales in banking vs other industries
- » Understand quickly the customer needs and present a solution
- » How to quickly build rapport over the phone
- » How not to sell
- » Business etiquette and ethics in telesales.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
14/02/2019 22/08/2019	12/5/2019	28/05/2019	-	-	-

SOCIAL MEDIA AND DIGITAL MARKETING			Course No: 1515		
	CPD Intermediate	 2 DAY		Officials from marketing departments, customer relations and product teams	
PURPOSE This course focuses on the role of digital channels in an integrated marketing campaign and why you need a digital strategy. Social media and other digital platforms can be put to best use to ensure the boost in the visibility of the brand, effectively sell products and serve the customer					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Strategic Approach to Digital Marketing- - Building Your Online Strategy » The Components of Building, Branding & Maintaining A Successful Website » Social Media strategies: SEO / SEM » The Importance & Power of Search-Search Engine Visibility-Search Engine Marketing, Online Advertising & Media- What Is Online Advertising » 'Online ads - Banners, Buttons and Pop-Ups-Rich Media Advertising-Pricing Models & Delivery Options-Targeting. » Mobile Marketing-Mobile Landscape-Mobile Tactics-Audience Engagement-Statistics » Web Analytics, Business Intelligence & Customer Intelligence » Latest trends in digital marketing 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/02/2019 22/09/2019	16/06/2019	29/04/2019	-	-	-

MANAGING SUCCESSFUL SALES TEAM			Course No: 1518		
	Foundation	 1 DAY		Sales team leaders, Sales managers, Relationship managers etc.	
PURPOSE Given the increasing competition in the Banking space, it is extremely important to have the right sales teams. Team leaders need to effectively manage their teams to ensure that the business objectives are achieved. They also should develop the right skills for the team and ensure that the members are motivated to grow in their roles.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand how to: <ul style="list-style-type: none"> » Set meaningful objectives for individuals and the team » Set achievable objectives » Build and develop the skills of the team. » Manage underperformance. » Keep top performers motivated. » Recruit the right people for the team. » Ensure professionalism and ethics in the team » Effective meetings to galvanize the team 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/08/2019	28/02/2019	2/4/2019	-	-	-

PITCHING TO WIN			Course No: 1519		
	Foundation	 1 DAY		Officials in sales roles and others based on requirement	
PURPOSE Participants will understand and appreciate the nature of negotiation. Some of the key concepts that will be covered include negotiation process planning, techniques and tactics. Through group activities and case studies, participants will learn questioning, listening and summarizing skills					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » The art of negotiation » Differences in behavioral styles—passive, aggressive and assertive » Planning & preparing for negotiation » Communication in negotiation » Negotiation strategies » Tactics & counter tactics » Negotiating across cultures 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
3/3/2019	20/06/2019	17/09/2019	-	-	-

BUSINESS ETIQUETTE			Course No: 1509		
	CPD Foundation	 1 DAY		Open to all officials who need to develop their skills in terms of personal conduct in public and/or with customers	
PURPOSE Participants will understand and appreciate the nature of negotiation. Some of the key concepts that will be covered include negotiation process planning, techniques and tactics. Through group activities and case studies, participants will learn questioning, listening and summarizing skills					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Network for Success » Business etiquette global rules for a positive first impression » Dress code and professional attire » Common faux pas for men and women at their professional attire » Professionalism and a philosophy of life » Business etiquette as a life attitude » Types of business receptions » Dress code upon business social events » Cross cultural orientation 					
Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
14/05/2019 29/09/2019	26/05/2019	16/04/2019 5/9/2019	23/05/2019	25/06/2019	-

NEW BANKING PRODUCTS DEVELOPMENTCourse No:
1511**PURPOSE**

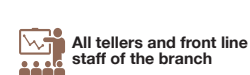
This course will provide participants an integrated framework for the development of new banking products and financial services. This starts from idea generation and ends with successful launch and control of these products and services.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » New product strategy
- » Generation and evaluation of new ideas and concepts
- » Product Development
- » Beta testing and product testing
- » Products launch strategy
- » Product life cycle
- » Marketing strategies
- » Case Analysis

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
10/3/2019	22/08/2019	20/06/2019	-	-	-

ACHIEVING TELLER EXCELLENCECourse No:
1501**PURPOSE**

The program takes you through what a customer requires and desires from us as bankers. The program will equip you with skills required to professionally deal with any service situation.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Customer Interaction cycle
- » Handling Unusual/ Unexpected situations
- » Understanding Customer Requirements
- » Product knowledge & Benefit illustration
- » Taking leads or referrals for Cross selling
- » Mock Plays

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
1/7/2019 31/01/2019	28/05/2019	22/05/2019 25/09/2019	23/04/2019	3/10/2019	-

**CUSTOMER RELATIONSHIP
MANAGEMENT - RETAIL**Course No:
1505**PURPOSE**

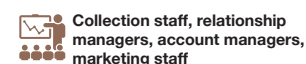
RMs and ARMs will gain understanding of the concept of CRM and will equip them with tools and techniques required to develop an appropriate CRM strategy in a retail setting.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » The concept of relationship banking
- » The market Intelligent Enterprise: main principles
- » Business etiquettes, communication, telephone manners etc.
- » Design of CRM infrastructure: tools & techniques
- » New customer acquisition / retention of existing customers
- » Handling of customer complaints.

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/02/2019 15/09/2019	28/08/2019	24/04/2019 29/10/2019	-	14/04/2019	-

COLLECTION EXCELLENCE SKILLSCourse No:
1513**PURPOSE**

Giving credit to customers may be easy, but getting it back is often a problem. To collect money from defaulting customers' needs special skills to be attained by the collection staff. This also needs a systematic process to achieve the best collection results.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Preparation for debt collection
- » Debt collection negotiation skills
- » Debtor call handling skills
- » Debt collection management
- » Debt repayment monitoring

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
30/01/2019 27/06/2019	13/05/2019 27/08/2019	29/05/2019 10/9/2019	-	-	-



BANKING ENGLISH

This category aims at enhancing the communication skills of Banker through the effective use English language.

The focus is on report writing skills, business communication and english speaking skills.

10 BANKING ENGLISH





BANKING ENGLISH

ENGLISH FOR BEGINNERS

Course No:
1312



Foundation



People who are relatively new to English language and would like to get a working knowledge of the subject.

PURPOSE

This is a foundation course for learners who are relatively new to English language. This will help them to understand the basics of the language and communicate better in the social and professional circles.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » General English vocabulary
- » Basic English communication
- » Basic writing
- » English pronunciation

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
22/01/2019 1/4/2019 25/08/2019	29/01/2019 10/9/2019	19/02/2019 25/08/2019 3/9/2019	18/08/2019	11/06/2019	-

BANKING ENGLISH I

Course No:
1302



Foundation



This program is intended for those employed by banks with an elementary to intermediate level ability in the use of English.

PURPOSE

To enable trainees to use English more effectively in a banking context. The focus is on the terminologies used in the banking and financial services industry.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Banking and finance vocabulary
- » Basic English Grammar
- » Information Management concepts and theory

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
10/2/2019 14/04/2019 2/9/2019	24/02/2019 28/04/2019	3/3/2019 23/06/2019 30/09/2019	-	-	-

BANKING ENGLISH II

Course No:
1303



Intermediate



This program is intended for those with a high level of English.

PURPOSE

To develop and expand skills in all aspects of English relating to banking, business and finance.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Advanced banking and finance terminology
- » Common formal and informal professional expressions
- » Writing process for business communication
- » Effective business meeting strategies

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
10/3/2019 16/06/2019 20/10/2019	17/03/2019 22/09/2019	7/4/2019 18/08/2019 11/11/2019	-	-	-

ENGLISH SPEAKING SKILLS

Course No:
1305



Foundation



This program is intended for participants with at least an intermediate level of English

PURPOSE

The course aims to improve trainees' ability to participate in conversations in English.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Formal and informal impromptu conversations
- » Asking and answering professional enquiries
- » Effective verbal and nonverbal presentation skills
- » Listen for main idea, details and implied ideas

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
27/01/2019 23/04/2019 5/11/2019	17/02/2019 13/10/2019	3/2/2019 11/6/2019 15/09/2019	-	-	-

ENGLISH COURSE - ENTRY LEVEL

Course No:
1308

This program is intended for those employed by banks with an elementary to intermediate level ability in the use of English.

PURPOSE

The course helps the learners to develop a foundation in English language.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Read comprehension of banking vocabulary at an elementary to intermediate level
- » Understand Types of business correspondence
- » Undertake clear and complete professional writing

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
4/3/2019	4/2/2019	4/2/2019	-	-	-
2/9/2019	2/9/2019	2/9/2019			

ENGLISH COURSE - INTERMEDIATE LEVEL

Course No:
1309

This program is intended for those employed by banks with an intermediate to advanced level ability in the use of English.

PURPOSE

The course helps those already working in the fields of banking and finance to develop their banking vocabulary and confidence in using English in everyday situations.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Reading comprehension of banking vocabulary at an intermediate to advanced level
- » Components of the Financial System
- » Prepare and deliver successful presentations

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
8/4/2019	4/3/2019	3/3/2019	-	-	-
7/10/2019	7/10/2019	7/10/2019			

ENGLISH COURSE - ADVANCED LEVEL

Course No:
1310

This program is intended for those employed by banks with an advanced level ability in the use of English.

PURPOSE

The course would help the participants to use English language effectively for presentations, negotiations and business.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to:

- » Advanced banking, finance and investment jargon
- » Successful professional presentations
- » Conflict management skills
- » Effective negotiation techniques

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
4/11/2019	4/11/2019	4/11/2019	-	-	-

GENERAL BUSINESS COMMUNICATION

Course No:
1301

Learners seeking effective business communication in English

PURPOSE




This course is focused on the domain of good business communication. The learners would explore various methods for effective business communication.

LEARNING OBJECTIVES

After the completion of this course, the learners would be able to understand:

- » Types of business communication
- » Clear and complete written professional correspondence
- » Strong verbal communication skills

Dubai	Abu Dhabi	Sharjah	RAK	Al Ain	Fujairah
20/01/2019	10/2/2019	27/02/2019	-	-	-
24/03/2019	19/06/2019	21/04/2019			
8/9/2019		9/10/2019			

PROFESSIONAL WRITING SKILLS			Course No: 1306		
 CPD Specialization	 2 DAY	 This program is intended for participants with at least an intermediate level of English.			
PURPOSE This course is focused on improving the skills of the participants to prepare better reports, emails and presentations.					
LEARNING OBJECTIVES After the completion of this course, the learners would be able to understand: <ul style="list-style-type: none"> » Structure and style of business reports » Appropriate grammar, punctuation and spelling » Effective use of visuals in reports » Professional email writing » Write, revise and present a professional report 					
Dubai 27/03/2019 17/11/2019	Abu Dhabi 12/6/2019 27/10/2019	Sharjah 28/04/2019 29/09/2019	RAK -	Al Ain 28/08/2019	Fujairah 19/06/2019



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PANEL DISCUSSIONS

PANEL DISCUSSIONS

EIBFS has always been at the forefront of various initiatives to help the learners understand the various contemporary developments in the area of banking and finance.

In 2019, we are delighted to open our new vertical focused on Panel Discussions, where the participants can gain insights from the key industry experts and policy makers. This is a knowledge exchange platform where the learners can understand the latest developments, best practices in various functional areas of banking and technology domain.





PANEL
DISCUSSIONS



COURSE CODE.	TOPICS	DATE	LOCATION
5153	Analyzing the impact of IFRS 9 & Basel III implementation	20/03/2019 9.30-12.00 PM	EIBFS Dubai Campus
The implementation of Basel III and IFRS- 9 have impacted the Banking industry globally in many ways. This panel discussion with renowned domain experts from Risk, Credit, Finance domains aims to discuss the key implementation issues and share the best practices.			

COURSE CODE.	TOPICS	DATE	LOCATION
5154	Use cases of Blockchain & Artificial Intelligence in Banking & Financial services	18/04/2019 9.30-12.00 PM	EIBFS Dubai Campus
The world of banking and finance is set for transformational changes on the back of new technologies and concepts like Blockchain and Artificial intelligence. This panel discussion featuring renowned names from Banking and technology space, would discuss the use cases of these in the banking & financial industry.			

COURSE CODE.	TOPICS	DATE	LOCATION
5155	Banks vs Alternative Lenders : The Evolving paradigm	25/07/2019 9.30-12.00 PM	EIBFS Dubai Campus
The global financial industry has seen the sudden rise of non-traditional lenders which are technology driven. The alternative lenders use traditional and alternative data like social media, e-commerce purchases etc. using various analytical models to make credit decisions. The panel discussion aims to discuss the rise of alternative lending and whether Banks should also use the non-traditional ways of alternative lenders.			

COURSE CODE.	TOPICS	DATE	LOCATION
5156	Big Data Analytics in Banking	22/08/2019 9.30-12.00 PM	EIBFS Dubai Campus
Big Data analytics has wide applications in the domains of banking and financial industry. The lenders and other players can get insightful business information by using the analytical tools. The panel discussion aims to discuss the applications of big data analytics in banking and discuss the use cases and best practices.			

COURSE CODE.	TOPICS	DATE	LOCATION
5157	SME Banking 2.0 : Revitalizing SME Lending in UAE	23/10/2019 9.30-12.00 PM	EIBFS Dubai Campus
SME sector is an extremely critical sector for the UAE economy. Around 90% of the companies in UAE are SME firms. However, the Bank lending to this sector is very low and Banks had significant credit quality issues in the recent years. This panel discussion aims to discuss the learnings from the recent years and discuss ways to revive SME lending in a structured way to revitalize this highly important sector.			

The details of the panelists and other details would be communicated separately to the Banks

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الهيئة الوطنية للمؤهلات
NATIONAL QUALIFICATIONS AUTHORITY



NATIONAL QUALIFICATIONS & CEU

Learners will be awarded formal recognition by NQA by issuing a certificate and a transcript acknowledging their achievement. This provides learners with a formal qualification to support their professional development. Which is recognized and transferable.

12 NATIONAL QUALIFICATIONS & CEU



1. NATIONAL QUALIFICATION

CERTIFIED RETAIL BANKER

National Qualification for Retail Banking has been developed in close collaboration with the industry.

This qualification in Retail Banking titled 'Certified Retail Banker' would give the learners the skills to work in the various domains of retail banking.

This qualification is based on the Vocational Education and Training Awards Council (VETAC model), developed by National Qualifications Authority to ensure that the qualification meets the needs of the labor market. Given that national qualifications are based on National Occupational Skill Standards (NOSS) that specify competencies expected in employment, they are referred to as Q+NOSS.

2. CONTINUING EDUCATION UNITS

As a key strategic initiative to enhance the quality of our training courses, Emirates Institute for Banking and Financial Studies (EIBFS) collaborated with the National Qualification Authority (NQA) to develop Continuing Education Units (CEU's) for banking & finance professionals. The CEUs provide learners with a formal credited qualification to support their professional development and a recognized educational currency which is transferable.

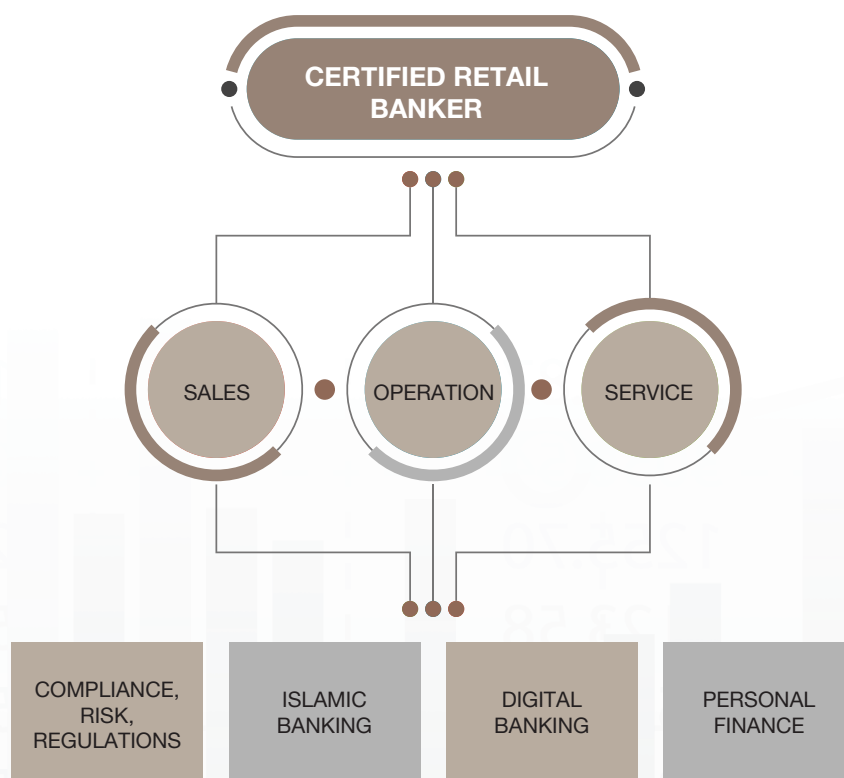
APPROVED CEU'S

1. Risk Management with Derivatives
2. Trade Finance-1
3. Trade Finance -2
4. Bancassurance
5. Quality Management



CERTIFIED RETAIL BANKER

This is a competency based national qualification program accredited by the National Qualifications Authority (NQA). This comprehensive qualification which was developed by the industry experts would give a holistic awareness of all dimensions of retail banking to new and existing employees. This is a vocational qualification which will carry accredited credit values which can be transferred across the academic pathway as well.





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PROFESSIONAL CERTIFICATES

PROFESSIONAL CERTIFICATES

EIBFS offers various International Professional Certifications in various domains in collaboration with its strategic global partners.

The learners have a wide variety of certifications to specialize in the various areas of banking, finance, investments, compliance, risk, quality etc.



PROFESSIONAL CERTIFICATES

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CERTIFIED BANKING OPERATION (CBO) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW

This program acquaints participants with an in-depth understanding of various areas that are required for banking professionals such as the knowledge of diverse banking products, operational aspects, and regulatory requirements. This customized international course will create fast track opportunities for an accelerated career in banking.

- » Banking Law in UAE
- » Banking theory & practice
- » Retail and Corporate Banking
- » Risk Management
- » Business Ethics and Quality Management
- » Basic Trade finance

TARGETED AUDIENCE

Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES

Any Bachelor degree or bank experience in 1 year.

DURATION

100 hours, thrice a week (Monday / Tuesday / Wednesday) from 6-9 pm

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 7500/

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CERTIFIED CREDIT MANAGEMENT (CCM) IN COLLABORATION WITH HONG KONG INSTITUTE FOR BANKERS

OVERVIEW

This program provides the opportunity to acquire knowledge and skills required for credit professionals. This program equips an employee to take on the responsibilities of credit management and to accelerate the learning process by empowering participants to think broadly, manage globally and compete strategically.

- » Banking Law
- » Fundamentals of Accounting
- » Financial Statement Analysis
- » Corporate Finance
- » Bank Lending 1
- » Bank Lending 2
- » Credit Risk Management
- » International Trade finance

TARGETED AUDIENCE

Banking professionals who would like to acquire knowledge in credit management or Employees working in corporate banking, SME & the Retail sectors.

PREREQUISITES

Recommended to have 2 years of relevant banking experience.

DURATION

100 hours

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 7500/

eibfs

ACAMS[®] Advancing Financial
Crime Professionals
Worldwide[®]
**CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST (CAMS)
IN COLLABORATION WITH ACAMS, USA**
OVERVIEW

In 2001, ACAMS set out with the mission to establish an international standard for testing the knowledge of those entrusted with the detection and prevention of money laundering. Since its inception, CAMS has become the gold standard in AML certifications and the preparation process strengthens core capacity to combat financial crime and protect the institutions from AML.

- » Risks and Methods of Money Laundering and Terrorism Financing
- » Money Laundering and Terrorism Financing Methods Recognition of Risks
- » Compliance Standards for Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) International Regional AML Compliance Program
- » AML / CFT Compliance Program Design in Different Industry Settings Maintenance of an Effective AML / CFT
- » Compliance Program
- » Conducting or Supporting the Investigation Process
- » SAR and STR Filing
- » Assistance of Institutional Investigations
- » Assistance of Legal and Government Inquiries Domestically and Internationally

TARGETED AUDIENCE

Anti-Money Laundering Officers, Compliance Officers, Government Regulators, Enforcement/Intelligence Agents, Internal & External Auditors, Intelligence Officers, Risk Management Specialists, Attorneys and Certified Public Accountants, Investment Advisors, Real Estate Compliance Specialists and Consultants

PREREQUISITES

2 years' experience related to Anti Money Laundering/compliance area

DURATION

15 hrs training. 6:00 pm – 9:00 pm.
Once a week

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

Dhs: 7500/- (includes Training, 1 year Membership with CAMS, Exam registration & Mock exam)

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**CERTIFIED SECURE COMPUTER USER (CSCU)
FROM EC-COUNCIL USA**
OVERVIEW

This is a generic course for all professionals in the domain of computer security. The purpose of the CSCU training program is to provide individuals with the necessary knowledge and skills to protect their information assets. It will immerse the participants into an interactive environment where they will acquire a fundamental understanding of various computer and network security threats such as identity theft, credit card fraud, online banking phishing scams, virus and backdoors, emails hoaxes, loss of confidential information, hacking attacks and social engineering.

- » Introduction to Security
- » Securing Operating Systems
- » Malware and Antivirus
- » Internet Security
- » Security on Social Networking Sites
- » Securing Email Communications
- » Securing Mobile Devices
- » Securing the Cloud
- » Securing Network Connections
- » Data Backup and Disaster Recovery

TARGETED AUDIENCE

This course is specifically designed for today's computer users who use the internet extensively to work, study and play.

METHODOLOGY

Interactive program based on lectures, extensive use of case studies.
Number of Questions: **50**, **Passing** Score: **70%**, Test Duration: **2 Hours**,
Test Format: **Multiple Choice**

INVESTMENT

Dhs: 2000/-

DURATION

15 hours

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**The London Institute
of Banking & Finance**
**CERTIFIED DOCUMENTARY CREDIT SPECIALIST (CDCS)
IN COLLABORATION WITH LIBF, UK**
OVERVIEW

It is a professional certification that enables documentary credit practitioners to demonstrate specialist knowledge and application of skills required for competent practice.

- » Documentary credit – an overview
- » The sales agreement
- » Documentary credits – types and uses
- » Parties to documentary credit transactions roles and responsibilities
- » Issuance and amendments
- » Transport Documents
- » Other documents
- » Presentation, examination and settlement
- » Bank to bank reimbursements under documentary credits
- » Related products
- » Risk issues

TARGETED AUDIENCE

People working in trade finance, import / export financing, pre & post shipment financing, international trade financing and working on other documentary credits. Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES

Recommended to have three years documentary credit or related experience

DURATION

50 hours twice a week from 5:30 – 9:00 pm

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 4500/-

eibfs


GARP Global Association
of Risk Professionals

**FINANCIAL RISK MANAGER FROM GARP, USA
(GLOBAL ASSOCIATION OF RISK PROFESSIONALS)**
OVERVIEW

Financial Risk Manager (FRM®), set by Global Association of Risk Professionals (GARP), is a globally recognized certification and a benchmark qualification for professionals in the field of risk management. FRM helps in attaining specialized, practical knowledge in the area of risk (financial, operational and enterprise). The designation increases opportunities for professionals who manage risk, money or investments and distinguishes candidates as individuals who are able to master complex real world challenges.

FRM LEVEL I

Fundamental tools and techniques used in risk management and the theories that underlie their use. Specific areas of coverage and their weighting in the FRM Exam Part I

- » Foundations of Risk Management
- » Quantitative Analysis
- » Financial Markets and Products
- » Valuation and Risk Models

100 Multiple Choice Questions

FRM LEVEL II

Application of the tools and techniques covered in Part I; deeper study into major areas of risk management. Areas of coverage include:

- » Market Risk Measurement and Management
- » Credit Risk Measurement and Management
- » Operational and Integrated Risk Management
- » Risk Management and Investment Management
- » Current Issues in Financial Markets

80 Multiple Choice Questions

TARGETED AUDIENCE

Anyone interested to get the title of FRM specially Risk Officers, Portfolio Managers, Senior Risk Analyst, Head of Operations, Investment Bankers. Mock exam is yet to be confirmed but in every topic of the syllabus will have practice questions / question bank. For examination participants have to register with GARP directly.


DURATION

80 Hours for Part 1
80 Hours for Part 2

INVESTMENT

Dhs: 8500/-

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CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT QUALIFICATIONS (CISI)

OVERVIEW

The Chartered Institute for Securities & Investment (CISI) is the largest and most widely respected professional body for those who work in the securities and investment industry in the UK and in a growing number of financial centers globally. By providing 8 professional qualifications, it will ensure that practitioners in the financial services industry attain the competence they need.

QUALIFICATIONS

LEVEL 3	LEVEL 3	LEVEL 3
International Introduction to investment	UAE Financial Rules and Regulations	Securities
LEVEL 3	LEVEL 3	LEVEL 3
Operational Risk in Financial Services	Risk in financial Services	Global Financial Compliance
LEVEL 3	LEVEL 3	LEVEL 3
Fundamentals of Financial Services	Islamic Finance Qualification (IFQ)	International Certificate in Wealth and Investment Management (ICWIM)

TARGETED AUDIENCE

SCA regulations for Brokers, AML / Compliance Team, Investors, Risk Management officers etc.

INVESTMENT

Based on qualification

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CHARTERED FINANCIAL ANALYST (CFA) – LEVEL 1

OVERVIEW

The CFA Program is a globally recognized, graduate level curriculum that provides a strong foundation of real-world investment analysis and portfolio management skills along with the practical knowledge you need in today's investment industry. It also emphasizes the highest ethical and professional standards.

- » Ethics and Professional Standards
- » Quantitative Methods
- » Economics
- » Financial Reporting & Analysis
- » Portfolio Management
- » Equity Investments
- » Fixed Income
- » Derivatives
- » Alternative Investments
- » Corporate Finance

TARGETED AUDIENCE

Students entering the investment field or professionals Increasing their expertise & marketability or people making a career change into Investment.

Credit department staff who, already have at least two years of experience in the credit department in banks working with different types of customers.

PREREQUISITES

Good understanding of lending, accounting and financial statements analysis .A pre-assessment will be made to ensure that candidates have the proper background to cope with the program.

DURATION

100 hrs training + 5 days revision classes + mock exam

METHODOLOGY

Illustrations, practice sessions and presentations

INVESTMENT

Dhs: 11,500/-

eibfs



CERTIFICATE IN ISLAMIC BANKING AND FINANCE (CIBF) IN COLLABORATION WITH THE IBFIM, MALAYSIA

OVERVIEW

This is an International Professional Certificate in the domain of Islamic Banking. It covers the following areas:

- » Philosophy and fundamentals of Islamic banking and finance
- » Application of shari'ah in Islamic finance
- » Business ethics and Islamic finance regulatory framework
- » Fund management and deposit products in Islamic banks
- » Islamic consumer financing
- » Islamic corporate/business and trade financing
- » Financial accounting and reporting for Islamic banks
- » Islamic financial markets and takaful operations

TARGETED AUDIENCE

Professionals working in the banking & financial sector / Islamic finance industry / anyone wishing to enter the Islamic financial services sector

PREREQUISITES

One year's experience in the financial industry or should have graduated or obtained a diploma

DURATION

100 hours, three times a week (Monday/ Tuesday/ Wednesday), 6-9pm

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

Dhs: 8000/-

eibfs



LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

OVERVIEW

Green Belts play a very important in any six sigma project. This certification has been developed to equip the participants with the skills/ competency expected from a green belt. The certification focusses on the basic tools and techniques of the DMAIC (Define, Measure, Analyze, Improve and Control) methodology and how they can be implemented in banking. The programs is custom designed for bankers and looks at real life examples of how six sigma can be implemented in the banking/financial sphere.

COURSE CONTENT

I. Define Phase

- » The Basics of Six Sigma
- » The Fundamentals of Six Sigma
- » Selecting Lean Six Sigma Projects
- » The Lean Enterprise

II. Measure Phase

- » Process Definition
- » Six Sigma Statistics
- » Measurement System Analysis
- » Process Capability

III. Analyze Phase

- » Patterns of Variation
- » Inferential Statistics
- » Hypothesis Testing
- » Hypothesis Testing with Normal Data
- » Hypothesis Testing with Non-Normal Data

IV. Improve Phase

- » Simple Linear Regression
- » Multiple Regression Analysis

V. Control Phase

- » Statistical Process Control (SPC)
- » Six Sigma Control Plans

TARGETED AUDIENCE

Upon completion of the program, the participants will be required to pass the IQF exam which is administered online. Participants will also be encouraged to lead and complete one project within 1 year of course completion, coaching for which will be provided by EIBFS faculty.

PREREQUISITES

A basic understanding of quality or Lean six sigma training from EIBFS

METHOD OF DELIVERY

Interactive program based on lectures, case studies.

DURATION

60 hours

TARGETED AUDIENCE

Process managers, Project leaders, Operations managers



E-LEARNING PROGRAMS

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E-LEARNING PROGRAMS





FINANCIAL MARKETS COURSES

ALTERNATIVE ASSETS

Alternative Assets - An Introduction
Structured Products - An Introduction
Structured Products - Major Types
Structured Products - Valuation & Risks
Liquid Alternatives
Alternative Assets - Assessment

ANTI-MONEY LAUNDERING IN THE UAE

Anti-Money Laundering in the UAE

ASSET ALLOCATION & PORTFOLIO CONSTRUCTION

Asset Allocation - An Introduction
Strategic Asset Allocation
Tactical Asset Allocation
Asset Allocation & Portfolio Construction -
Assessment

ASSET CLASSES

Asset Classes - Primer
Asset Classes & Investing
Asset Classes - Types
Asset Classes - Assessment

AWARENESS

Workplace Bullying
Dealing with Sexual Harassment
Diversity
Equality
Health & Safety
Awareness - Assessment (Practice Mode)
Awareness - Assessment (Exam Mode)

BANK TREASURY MANAGEMENT

Treasury - Dealing Room Organization & Practices
Treasury Management-The Treasury Department
Treasury Management-The Finances of a Bank
Asset & Liability Management (ALM)-An Introduction
Asset & Liability Management (ALM)-Interest Rate Risk
Asset & Liability Management (ALM)-Options, FTP, &
Firm Value
Bank Treasury Management - Assessment

BANKING RISK MANAGEMENT

Risk - Primer
Risk Management - An Introduction
Risk Management - Risk Types & Measurement
Risk Management - Risk Modeling
Risk Management - Business Strategy & Risk
Decision-Making
Risk Management - Tools & Techniques
Stress Testing - An Introduction
Risk Management - Reporting
Banking Risk Management - Assessment

BASEL FRAMEWORK

Basel II & Basel 2.5
Basel III - An Introduction
Basel III - Capital
Basel III - Risk Coverage
Basel III - Liquidity & Leverage
Basel III - Pillar 2 & Pillar 3
Basel Framework - Assessment

BRIBERY ACT (UK)

Bribery Act (UK)

BUDGETING & FINANCIAL MANAGEMENT

Budgeting - An Introduction
Preparing & Controlling a Budget
Cash Management
Credit Management
Financial Planning
Working Capital Management
Budgeting & Financial Management - Assessment

BUILDING BLOCKS

Probability
Distributions & Hypothesis Testing
Estimating Volatility
Correlation & Regression
Analysis Calculus
Indices, Exponents, Logarithms, & Geometric Series
Building Blocks - Assessment

BUILDING BLOCKS IN EXCEL

Excel Interactive - Logs
Excel Interactive - Measures of Central Tendency
Excel Interactive - Volatility
Excel Interactive - Normal Distribution
Excel Interactive - Skewness & Kurtosis
Excel Interactive - Covariance & Correlation
Excel Interactive - Regression Analysis

BUSINESS OF BANKING

Banking - Primer
Business of Investment Banking
Business of Consumer (Retail) Banking
Business of Banking - Assessment

BUSINESS OF BANKING (RETIRED)

Business of Investment Banking (Retired)
Business of Retail Banking (Retired)

COLLECTIVE INVESTMENT SCHEMES (UK)

Collective Investment Schemes (UK)

COMBATING ROGUE TRADING

Combating Rogue Trading

COMMODITIES

Commodities - An Introduction
Commodities - Trading
Commodities - Oil
Commodities - Natural Gas
Commodities - Coal
Commodities - Electricity
Commodities - Gold & Other Precious Metals
Commodities - Non-Ferrous Metals
Commodities - Ferrous Metals
Commodities - Grains & Oilseeds
Commodities - Livestock
Commodities - Softs
Commodities - Emissions
Commodities - Assessment

CONSUMER (RETAIL) BANKING

Consumer Banking - An Introduction
Consumer Banking - Products
Branch Banking
Banking Channel Management
Consumer Banking - Marketing
Consumer Banking - Selling
Consumer Banking - Customer Service
Consumer Payments - An Introduction
Advanced Payments Methods
Card Issuing - An Introduction
Cards & Payments - Merchant Acquiring
Cards - Marketing
Consumer (Retail) Banking - Assessment
(Practice Mode)
Consumer (Retail) Banking - Assessment (Exam Mode)

CONTRACTS FOR DIFFERENCE (CFDS)

Contracts for Difference (CFDs)

CORPORATE BANKING PRODUCTS (CREDIT)

Corporate Banking Products - Short-Term Finance
Corporate Banking Products - Accounts Receivable
Finance
Corporate Banking Products - Term Finance
Corporate Banking Products - Asset-Based Finance
Corporate Banking Products - Trade Finance
Corporate Banking Products - Syndicated Lending
Corporate Banking Products (Credit) - Assessment

CORPORATE BANKING PRODUCTS (NONCREDIT)

Corporate Banking Products - Cash Management
Corporate Banking Products - Payments
Corporate Banking Products - Risk Management
Scenario - Managing Interest Rate Risk for Corporate
Banking Customers
Corporate Banking Products - Advisory & Other
Services
Corporate Banking Products (Noncredit) - Assessment

CORPORATE FINANCE

Corporate Finance - An Introduction
 Corporate Finance - Measuring Business Performance - Free Cash Flow
 Corporate Finance - Measuring Business Performance - Economic Profit
 Corporate Finance - Cost of Capital
 Corporate Finance - Capital Budgeting
 Dividend Policy
 Mergers & Acquisitions (M&A)
 Corporate Finance - Acquisition Analysis
 Corporate Finance - Assessment

CORPORATE GOVERNANCE

Corporate Governance - An Introduction
 Corporate Social Responsibility (CSR) - An Introduction
 Corporate Governance - Assessment

CORPORATE VALUATION

Corporate Valuation - An Introduction
 Corporate Valuation - Trading Comparables
 Corporate Valuation - Transaction Comparables
 Corporate Valuation - DCF Analysis
 Corporate Valuation - LBO Analysis
 Excel Interactive - Building an LBO Model
 Corporate Valuation - Merger Analysis
 Excel Interactive - Building a Merger Model
 Corporate Valuation - Assessment

COUNTERPARTY CREDIT RISK MANAGEMENT

Counterparty Credit Risk (CCR) - An Introduction
 Counterparty Credit Risk (CCR) - Measurement
 Counterparty Credit Risk (CCR) - Management
 Counterparty Credit Risk Management - Assessment

CREDIT ANALYSIS

Credit Analysis - An Introduction
 Credit Analysis - Balance Sheet Analysis
 Credit Analysis - Income Statement Analysis
 Credit Analysis - Cash Flow Analysis
 Credit Analysis - Performance & Other Measures
 Credit Analysis - Forecasting
 Credit Analysis - Other Factors
 Scenario - Performing a Credit Analysis
 Credit Analysis - Assessment

CREDIT DERIVATIVES

Credit Derivatives - An Introduction
 Credit Derivatives - Single-Name CDS
 Credit Derivatives - CDS Indices
 Credit Derivatives - CDS Valuation
 Credit Derivatives - CDS Documentation & Settlement
 Credit Derivatives - Variations
 Scenario - CDS Relative Value Trading
 Credit Derivatives - Assessment

CREDIT RISK APPETITE

Credit Risk Appetite - An Introduction
 Credit Risk Appetite - Customer & Industry Risk
 Credit Risk Appetite - Product & Country Risk

CREDIT RISK APPETITE - ASSESSMENT

Credit Risk Customer Management
 Credit Risk Customer Management - An Introduction
 Credit Risk Customer Management - Credit Facilities
 Credit Risk Customer Management - Structuring
 Credit Facilities
 Credit Risk Customer Management - Covenants & Credit Decisions
 Credit Risk Customer Management - Assessment

CREDIT RISK MANAGEMENT

Credit Risk Management - An Introduction
 Credit Risk Management - Framework Credit Risk Management - Stakeholders
 Credit Risk Management - Strategic & Business Unit Management
 Credit Risk Management - Credit Culture
 Credit Risk Management - Risk/Reward
 Credit Risk Management - Data & Reporting
 Credit Risk Management - Assessment

CREDIT RISK MEASUREMENT

Credit Risk Measurement - An Introduction
 Credit Risk Measurement - PD & Risk Rating
 Credit Risk Measurement - EAD & LGD
 Credit Risk Measurement - Capital Calculations
 Credit Risk Measurement - Models

CREDIT RISK MITIGATION

Credit Risk Mitigation - An Introduction
 Credit Risk Mitigation - Collateralization
 Credit Risk Mitigation - Other Types of Mitigant
 Credit Risk Mitigation - Management & Realization
 Credit Risk Mitigation - Assessment

CUSTODY

Role of a Custodian
 Role of a Custodian in Trade Processing & Settlement
 Corporate Actions - An Introduction
 Corporate Actions - Major Types
 Registrar & Transfer
 Custody - Assessment

DATA PROTECTION - UK

Data Protection - UK

DEALING WITH SEXUAL HARASSMENT

Dealing with Sexual Harassment

DIVERSITY

Diversity

DODD-FRANK ACT

Dodd-Frank Act - New Offices Created
 Dodd-Frank Act - Capital Requirements & Prudential Standards
 Dodd-Frank Act - The Volcker Rule
 Dodd-Frank Act - Registration Requirement for Advisers to Private Investment Funds
 Dodd-Frank Act - Credit Rating Agencies
 Dodd-Frank Act - Securitization
 Dodd-Frank Act - OTC Derivatives
 Dodd-Frank Act - Assessment (Practice Mode)
 Dodd-Frank Act - Assessment (Exam Mode)

ECONOMIC ANALYSIS

Economic Indicators - An Introduction
 Macroeconomics - Gross Domestic Product (GDP)
 Economic Indicators - National Accounts
 Economic Indicators - Business Cycles
 Macroeconomics - Inflation
 Macroeconomics - Unemployment
 Economic Indicators - Inflation & Employment
 Monetary Policy
 Macroeconomics - Fiscal Policy
 Macroeconomics - Balance of Payments
 Economic Analysis - Assessment

EMERGING MARKETS

Emerging Markets - An Introduction
 Emerging Markets - China
 Emerging Markets - Assessment

EQUALITY

Equality

EQUITY DERIVATIVES

Equity Derivatives - An Introduction
 Equity Options & Warrants
 Equity Index Futures & Options
 Equity Swaps
 Equity Derivatives - Assessment

EQUITY DERIVATIVES (RETIRED)

Equity Derivatives - An Introduction (Retired)
 Equity Derivatives - Types (Retired)
 Warrants - An Introduction (Retired)
 Warrants - Pricing (Retired)
 Equity Derivatives - Equity Index Swaps (Retired)

EQUITY MARKETS

US Equity Market
 UK Equity Market
 European Equity Markets

Japanese Equity Market
Hong Kong Equity Market
Singapore Equity Market
Canadian Equity Market

EQUITY TRADING

Equity Trading - An Introduction
Equity Indices
Equity Trading - Technical vs. Fundamental Trading
Equity Trading Strategies
Equity Hedging
Dark Pools
Algorithmic Trading
High Frequency Trading (HFT)
Equity Trading - Assessment

EQUITY VALUATION & ANALYSIS

Equity Valuation - An Introduction
Industry & Company Analysis
Equity Returns Analysis
Equity Valuation - DCF Models
Equity Valuation - Other Methods
Equity Valuation & Analysis - Assessment

EUROPEAN REGULATION

MiFID II/MiFIR - Primer
MiFID II/MiFIR - Key Requirements
European Market Infrastructure Regulation (EMIR)
UCITS
Alternative Investment Fund Managers Directive (AIFMD)
European Regulation - Assessment

EXCEL BASICS FOR BANKERS

Excel Interactive - Menus & Shortcut Basics
Excel Interactive - Basic Formulas & Calculation Functions
Excel Interactive - More Formulas & Calculation Functions
Excel Interactive - Naming Cells & Referencing
Excel Interactive - Basic Formatting

EXCHANGE-TRADED FUNDS (ETFs)

Exchange-Traded Funds (ETFs) - An Introduction
Exchange-Traded Funds (ETFs) - Types
Smart Beta - Primer
Exchange-Traded Funds (ETFs) - Assessment

EXOTIC OPTIONS

Options - Exotic Options
Options - Barrier Options
Options - Average Rate Options
Options - Basket & Spread
Options - An Introduction
Options - Basket
Options - Evaluation & Evolution
Exotic Options - Assessment

FINANCIAL CRIME (EUROPE)

Financial Crime (Europe)

FINANCIAL STATEMENT ANALYSIS

Accounting - An Introduction
Scenario - Accounting Mechanics
Balance Sheet - An Introduction
Balance Sheet - Analysis
Income Statement - An Introduction
Income Statement - Analysis
Statement of Cash Flows - An Introduction
Statement of Cash Flows - Analysis
Three-Statement Modeling
Financial Statement Analysis - Assessment

FIXED INCOME

Bond Prices & Yields
Duration & Convexity
Fixed Income - Credit Risk
Eurobonds - An Introduction
Eurobonds - Issuing & Investing
Floating Rate Notes (FRNs)
US Bond Market
UK Bond Market
European Bond Markets
Japanese Bond Market
Canadian Bond Market
Bond Strategies - Fundamentals
Fixed Income - Assessment

FIXED INCOME ANALYSIS

Bond Futures
Bond Futures Basis
Basis Trading
Zero-Coupon Bonds
High Yield Debt
Bond Hedging with Options
Bond Hedging with Swaps
Relative Value Trading - An Introduction
Relative Value Trading - Strategies & Risks
Fixed Income Analysis - Assessment (Exam Mode)

FOREIGN EXCHANGE

The Foreign Exchange Business
FX Spot Market - An Introduction
FX Spot Market - Trading
FX Forward Market - An Introduction
FX Forward Market - Calculating Swap/Forward Points & Cross Rates
FX Forward Market - Uses Of Outrights & FX Swaps
FX Forward Market - Short-Dated Outrights & FX Swaps
FX Forward Market - Cross-Currency Borrowing & Investing
FX Forward Market - FX Swap Trading
FX Forward Market - Non-Deliverable Forwards (NDFs)

Foreign Exchange - Factors Influencing Exchange Rates
Scenario - Using FX Swaps & Outrights for Cash Flow Management
Foreign Exchange - Assessment

FORWARDS & FUTURES

Forwards & Futures - Pricing
Futures Markets
Forwards & Futures - Hedging (Part I)
Forwards & Futures - Hedging (Part II)
Forwards & Futures - Trading
Money Market Futures
Forwards & Futures - Assessment

GLOBAL FINANCIAL REGULATION

Financial Regulation - An Introduction
Financial Authorities (US)
Financial Authorities (UK) - PRA & FCA
Financial Authorities (UK) - Bank of England
Financial Authorities (Europe) - ECB
Financial Authorities (Europe) - ESFS
Financial Authorities (Asia)
Global Financial Regulation - Assessment

HEALTH AND SAFETY

Health and Safety

HEDGE FUNDS

Hedge Funds - An Introduction
Hedge Funds - Investing
Hedge Funds - Strategies
Hedge Funds - Assessment

HONG KONG ANTI-MONEY LAUNDERING

Hong Kong Anti-Money Laundering
Hong Kong Anti-Money Laundering Assessment (Practice Mode)
Hong Kong Anti-Money Laundering Assessment (Exam mode)

HYBRID SECURITIES

Convertibles - An Introduction
Convertibles - Valuation
Contingent Convertibles (Cocos)
Hybrid Securities - Assessment

INFLATION-LINKED INSTRUMENTS

Inflation-Linked Instruments - An Introduction
Inflation-Linked Instruments - Pricing
Inflation-Linked Instruments - Assessment

INTEREST RATE & CURRENCY SWAP FUNDAMENTALS

Swaps - Applications
Swaps - Applications for Corporates
Swaps - Applications for Institutional Investors

Swaps - Pricing & Valuation (Part I)
 Swaps - Pricing & Valuation (Part II)
 Swaps - Credit Exposure
 Swaps - Documentation & Settlement
 Swaps - Book Management
 Interest Rate & Currency Swap Fundamentals -
 Assessment (Exam Mode)

INTEREST RATE & CURRENCY SWAP STRUCTURES

Swaps - Currency Swaps
 Swaps - In-Arrears Swaps
 Swaps - Constant Maturity Swaps
 Swaps - Forward, Amortizing, & Zero-Coupon Swaps
 Swaps - Asset Swaps - An Introduction
 Swaps - Asset Swaps - Pricing
 Swaps - Differential Swaps
 Swaps - Overnight Indexed Swaps
 Interest Rate & Currency Swap Structures -
 Assessment

INTEREST RATE & FX OPTIONS

Caps & Floors - An Introduction
 Caps & Floors - Pricing
 Caps & Floors - Chooser & Double-Strike Structures
 Swaptions
 Callable Bonds
 Bermudan Swaptions
 Interest Rate Volatility
 Options - Managing an Interest Rate Option Book
 FX Option Trading
 Interest Rate & FX Options - Assessment

INTEREST RATE MATHEMATICS

Interest Calculations
 Day Count Conventions
 Scenario - Comparing Deposit Alternatives
 Present Value & Future Value
 Annuities & Perpetuities
 Scenario - The Time Value of Money in Action
 NPV & IRR
 Scenario - Evaluating Investments Using NPV & IRR
 Interest Rate Mathematics - Assessment

INTEREST RATE RISK MANAGEMENT

Interest Rate Risk - An Introduction
 Interest Rate Risk - Measurement
 Interest Rate Risk - Management
 Interest Rate Risk Management - Assessment

INTRODUCTION TO ASSET MANAGEMENT

Investment - An Introduction
 Asset Management - An Introduction
 Introduction to Asset Management - Assessment

Introduction to Credit Risk
 Credit Risk - An Introduction
 Credit Risk - Types
 Credit Risk - Measurement & Capital Requirements
 Credit Risk - Lessons from the Financial Crisis
 Introduction to Credit Risk - Assessment

INTRODUCTION TO DERIVATIVES

Derivatives - An Introduction
 Derivatives - Markets
 Forwards & Futures - An Introduction
 Swaps - An Introduction
 Options - An Introduction
 Scenario - Using Derivatives in Hedge Fund Strategies
 Introduction to Derivatives - Assessment

INTRODUCTION TO FINANCIAL MARKETS

Financial Markets - An Introduction
 Money Markets - An Introduction
 Bond Markets - An Introduction
 Bond Markets - Issuing & Trading
 Equity Markets - An Introduction
 Equity Markets - Issuing
 Foreign Exchange (FX) Market - An Introduction
 Introduction to Financial Markets - Assessment

INTUITION KNOWLEDGE SERVICE: MANAGEMENT DEVELOPMENT

Management Development Foreword
 Management Development:FAQ
 Becoming a Manager
 The Manager's Role
 Determined Delegation
 Communicate!
 Meetings that Matter
 Managing Performance
 Succession Planning
 Management Challenges
 Investing in Management Talent Coaching: The Fundamental
 Addressing Poor Performance
 The Reluctant Manager
 The Power to Influence
 Political Behavior
 Leadership: Beyond Management
 Leadership: Styles
 Leadership: Conflict Management
 Business Planning: Basics
 Business Planning: Internal Analysis
 Business Planning: External Analysis
 Business Planning: Opportunities and Threats
 Scenario: Making Meetings Matter
 Scenario: Meetings - A Missed Opportunity
 Scenario: Addressing Poor Performance

Scenario: Effective Coaching
 Managing a High-Performance Team
 Managing a Global Team
 Scenario: Political Behavior
 Monkey Management Leadership: Honing Your Skills
 Business Planning: Goal Setting
 Assessment: Management Development

INTUITION KNOWLEDGE SERVICE: MAXIMIZING PEOPLE PERFORMANCE

Maximizing People Performance: Foreword
 Maximizing People Performance: FAQ Maximizing Performance: Basics
 Maximizing Performance: Competency Frameworks
 Competency-based Interviews: Preparation and Techniques
 Maximizing Performance: Emotional Intelligence Part 1
 Work and Wellbeing
 Improving Wellbeing at Work
 Organizational Learning: Basics
 Organizational Learning: Value and Competitive Advantage
 Organizational Learning: Training
 Organizational Learning: Action Learning
 Organizational Learning: Knowledge Management
 Organizational Learning: Technology
 Organizational Learning: Pro-Learning Cultures
 Motivation in Theory
 The Power of Positivity
 Giving and Receiving Feedback
 Being Assertive
 Being Coachable
 Being a Leader
 Influencing with Integrity
 Developing an Ethical Workplace
 Work Relationships
 Work Styles
 Planning a Difficult Message
 Communicating Under Pressure: Delivering A Difficult message
 Active Listening Skills
 Communicating with Diplomacy and Tact
 Managing Your Reactions
 Managing Interacting with Others
 Time Management: Reclaiming Your Time
 Time Management: Effective Techniques
 Performance Under Pressure: Problem-Solving
 Organizational Change: Basics
 Organizational Change: The Process
 Organizational Change: Failure
 Organizational Change: Resistance
 Organizational Change: The Individual Response
 Organizational Change: Reinforcement and Evaluation
 Scenario: Positivity in Action

Communications: Report Writing
 Scenario: Assertiveness Communication
 Scenario: Communication Styles and Conflict
 Communications: Presentation Skills
 Negotiation Skills
 Scenario: Leadership in Action
 Networking Skills
 Scenario: Influencing With Integrity
 Communications: Persuasive Writing
 Scenario: Delivering a Difficult Message
 Communications: Writing in Plain English
 Maximizing People Performance: Assessment
 Intrinsic and Extrinsic Motivation
 Understanding Competency-based Interviews
 Improving Your Emotional Intelligence

INTUITION KNOWLEDGE SERVICE: ORGANIZATIONAL AWARENESS

Organizational Awareness: Foreword
 Organizational Awareness:FAQ
 Organizational Awareness: Basics
 Organizational Awareness: Building Your Competency
 Bullying and Harassment
 Getting to Grips with Diversity
 Diversity Theories
 Diversity Across Cultures
 Diversity Challenges
 Diversity Policy
 Scenario: Dealing with Bullying and Harassment
 Organizational Awareness: Assessment
 Scenario: Recognising Bullying and Harassment
 Managing Diversity
 Dealing with Bullying

INVESTMENT COMPANIES (US)

Mutual Funds (US) - An Introduction
 Mutual Funds (US) - Investing
 Closed-End Funds & Unit Investment Trusts (US)
 Investment Companies (US) - Assessment

IRELAND ANTI-MONEY LAUNDERING

Ireland Anti-Money Laundering
 Ireland Anti-Money Laundering - Assessment (Practice Mode)
 Ireland Anti-Money Laundering - Assessment (Exam Mode)

ISLAMIC BANKING & FINANCE

Islamic Banking & Finance - An Introduction
 Islamic Banking & Finance - Financial Instruments
 Islamic Money & Capital Markets
 Sukuk Market
 Islamic Banking & Finance - Wealth Management
 Islamic Banking & Finance - Assessment

LIFE OF A TRADE

Life of a Trade - An Introduction
 Life of a Trade - Pre-Trade
 Life of a Trade - Execution
 Life of a Trade - Clearing & Settlement
 Life of a Trade - Ongoing Position & Risk Management
 Scenario - The Trade Lifecycle in Action
 Life of a Trade - Assessment

LIQUIDITY RISK MANAGEMENT

Liquidity Risk - An Introduction
 Liquidity Risk - Measurement
 Liquidity Risk - Management
 Liquidity Risk Management - Assessment

LIQUIDITY RISK MANAGEMENT (RETIRED)

Liquidity Risk - Identification & Measurement (Retired)
 Liquidity Risk - Management & Regulation (Retired)

LOAN TRADING

Loan Trading

MARKET ABUSE (EUROPE)

Market Abuse (Europe)

MARKET RISK MANAGEMENT

Market Risk - An Introduction
 Market Risk - Measurement
 Market Risk - Management
 VaR & Expected Shortfall - An Introduction
 VaR & Expected Shortfall - Measurement
 Market Risk Management - Assessment

MARKET RISK MANAGEMENT (RETIRED)

Market Risk - Identification & Measurement (Retired)
 Market Risk - Management & Regulation (Retired)
 Interest Rate Risk - Identification & Measurement (Retired)
 Interest Rate Risk - Management (Retired)
 VAR - An Introduction (Retired)
 VAR - Variance-Covariance Approach (Retired)
 VAR - Monte Carlo Simulation (Retired)
 VAR - Historical Simulation & Other Issues (Retired)

MONEY MARKETS

Interbank Market
 Interest Rates & Benchmarks
 Money Market Securities - An Introduction
 Money Market Securities - Pricing
 Repurchase Agreements (Repos)
 Money Market Funds
 Bank Funding & Position Management
 Scenario - A Day in the Life of a Money Market Trader
 Money Markets - Assessment

MUNICIPAL BONDS (US)

Municipal Bonds (US) - An Introduction
 Municipal Bonds (US) - Types
 Municipal Bonds (US) - Investing
 Municipal Bonds (US) - Primary & Secondary Markets
 Municipal Bonds (US) - Assessment

OPERATIONAL RISK MANAGEMENT

Operational Risk - Identification & Measurement
 Operational Risk - Management & Regulation
 Operational Risk Management - Assessment

OPTIONS

Options - Introduction to Option Valuation
 Options - Future Asset Prices & Volatility
 Options - Replication, Risk-Neutrality, & Black-Scholes
 Options - Beyond Black-Scholes
 Options - Greeks (Part I)
 Options - Greeks (Part II)
 Options - Trading Strategies
 Options - Managing an Option Portfolio
 Options - Assessment (Exam Mode)

PORTFOLIO THEORY & PRACTICE

Risk & Return - An Introduction
 Risk & Return - Portfolios
 Risk & Return - Efficient & Optimal Portfolios
 Capital Asset Pricing Model (CAPM)
 APT & Factor Models
 Factor-Based Investing - Primer
 Efficient Markets
 Portfolio Theory - Performance Measurement Models
 Portfolio Management - Passive & Active Strategies
 Portfolio Theory & Practice - Assessment

PRIME BROKERAGE

Prime Brokerage - An Introduction
 Prime Brokerage - The Prime Broker's Viewpoint
 Prime Brokerage - The Institution's Viewpoint
 Prime Brokerage - Assessment

PRIVATE EQUITY

Private Equity - An Introduction
 Private Equity - Investing
 Private Equity - Assessment

PRIVATE WEALTH MANAGEMENT PRODUCTS & SERVICES

Private Wealth Management - Banking & Deposit Services
 Private Wealth Management - Credit & Lending Services
 Private Wealth Management - Investment Services
 Private Wealth Management - Alternative Investments

Private Wealth Management - Financial Planning
Private Wealth Management - Estate Planning
Scenario - Managing a High Net Worth Client
Private Wealth Management Products & Services - Assessment

PROBLEM CREDIT MANAGEMENT

Problem Credit Management - An Introduction
Problem Credit Management - Early Stage Problem Credits
Problem Credit Management - Late Stage Problem Credits
Problem Credit Management - Accounting for Problem Credits
Problem Credit Management - Assessment

PROJECT FINANCE

Project Finance - An Introduction
Project Finance - Deal Structuring
Project Finance - Assessment

PROJECT MANAGEMENT FUNDAMENTALS

Overview of Project Management
Initiating a Project
Planning Project Scope
Planning Project Activities
Planning Project Costs
Executing a Project Controlling a Project
Closing a Project
Project Management Fundamentals - Assessment (Practice Mode)
Project Management Fundamentals - Assessment (Exam Mode)

PROJECT MANAGEMENT PROFESSIONAL

Integration Management
Scope Management
Time Management I
Time Management II
Cost Management
Quality Management
Human Resources Management
Communications Management
Risk Management
Procurement Management
Project Management Professional - Assessment (Practice Mode)
Project Management Professional - Assessment (Exam Mode)

REAL ESTATE

Real Estate - An Introduction
Real Estate - Investing
Real Estate - Valuation
Real Estate - Assessment

RETIRED TUTORIALS

Equity Program Trading (Retired)
Equities - Trading (Retired)
Equity Portfolio Management - Indexes & Hedging (Retired)
Margin (Retired)

SALES SKILLS

Sales - Prospecting
Sales - Selling Value
Sales - Building Rapport & Call Introduction
Sales - Developing a Sales Solution
Sales - Selling the Benefits Sales - Closing & Negotiating
Sales - After the Sale
Sales - Client Needs & the Sales Cycle
Securities Lending
Securities Lending - An Introduction
Securities Lending - Structures, Risks, & Documentation
Securities Lending - Assessment (Exam Mode)

SECURITIZATION

Securitization - An Introduction
Securitization - Mortgage-Backed Securities (MBS)
Securitization - European Mortgage-Backed Securities
Securitization - Commercial Mortgage-Backed Securities
Securitization - Asset-Backed Securities (ABS)
Securitization - Credit Card ABS
Securitization - CDOs - An Introduction
Securitization - CDOs - Structures & Ratings
Securitization - Assessment

SINGAPORE ANTI-MONEY LAUNDERING

Singapore Anti-Money Laundering
Singapore Anti-Money Laundering - Assessment (Practice Mode)
Singapore Anti-Money Laundering - Assessment (Exam Mode)

SOCIALLY RESPONSIBLE INVESTING (SRI)

Socially Responsible Investing (SRI) - An Introduction
Green Investing - An Introduction
Socially Responsible Investing (SRI) - Assessment

SOLVENCY II

Solvency II

STRUCTURED DERIVATIVE NOTES & SWAPS

Range Accrual Structures
Inverse FRNs
Capped & Collared FRNs
Trigger Structures
Power Reverse Dual Currency (PRDC) Notes
Target Redemption Notes (TARNs)

CMS Option Structures

INTEREST RATE MATHEMATICS

Interest Calculations
Day Count Conventions
Scenario - Comparing Deposit Alternatives
Present Value & Future Value
Annuities & Perpetuities
Scenario - The Time Value of Money in Action
NPV & IRR
Scenario - Evaluating Investments Using NPV & IRR
Interest Rate Mathematics - Assessment
Structured Derivative Notes & Swaps - Assessment

TECHNICAL ANALYSIS

Technical Analysis - An Introduction
Technical Analysis - Fibonacci Analysis & Elliot Wave Theory
Technical Analysis - Trend-Following Strategies
Technical Analysis - Mean-Reverting Strategies
Technical Analysis - Other Strategies
Technical Analysis - Assessment

THE EFFECTIVE MANAGER

Effective Decision-Making
Effective Objective Setting
Effective Delegation
Effective Motivation
Effective Coaching
Effective Management of Change
Effective Team Building
Effective Team Leadership
Managing Problem Performance
Effective Time Management
Effective Meetings
Effective Communication

THE FINANCIAL CRISIS

The Financial Crisis

TRADE FINANCE

Trade Finance - An Introduction
Open Account Trading
Documentary Collections
Letters of Credit - An Introduction
Letters of Credit - Types
UCP 600
Export Finance
Structured Trade Finance
Trade Finance Security
Incoterms 2010
Trade Finance - Assessment

TRANSACTION BANKING

Transaction Banking - An Introduction
Transaction Banking - Payments Services
Transaction Banking - Cash Management Services

Transaction Banking - Regulatory Influences
Transaction Banking - Assessment

UK ANTI-MONEY LAUNDERING

UK Anti-Money Laundering
UK Anti-Money Laundering - Assessment
(Practice Mode)
UK Anti-Money Laundering - Assessment
(Exam Mode)

UK CORPORATE BANKING

Understanding the Corporate Banking Marketplace
Corporate Banking Customers & Their Needs
Banker/Customer Relationship
Cash Management
Principles of Lending
Security
Risk Identification & Mitigation
International Trade Services
Bank Regulation
UK Corporate Banking - Assessment (Practice Mode)
UK Corporate Banking - Assessment
(Exam Mode)

UNDERSTANDING THE CORPORATE BANKING BUSINESS

Corporate Banking - An Introduction
Corporate Banking - Marketplace
Corporate Banking Products - An Introduction
Corporate Banking Relationship Management - An Introduction
Corporate Banking Relationship Management in Practice
Understanding the Corporate Banking Business - Assessment

UNDERSTANDING THE PRIVATE WEALTH MANAGEMENT BUSINESS

Private Wealth Management - An Introduction
Private Wealth Management - Clients
Private Wealth Management - Ultra-HNWIs & Family Offices
Private Wealth Management - Client Investment & Wealth Allocation
Private Wealth Management - Client Acquisition & Relationship Management
Private Wealth Management - Becoming a Trusted Advisor

Private Wealth Management - Behavioral Finance
Private Wealth Management - Compliance Considerations
Understanding the Private Wealth Management Business - Assessment

US ANTI-MONEY LAUNDERING

US Anti-Money Laundering

US REGULATION

Dodd-Frank Act - An Overview
Foreign Account Tax Compliance Act (FATCA)
US Regulation - Assessment

WORKPLACE BULLYING

Workplace Bullying
Yield Curves
Building a Yield Curve
Futures - Building a Yield Curve (Even Periods)
Futures - Building a Yield Curve (Actual Dates)
Yield Curves - Assessment



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ACADEMIC PROGRAMS

ACADEMIC PROGRAMS

1. BSc -Banking & Finance
2. BSc Banking & Finance
Accounting Specialization
3. Diploma in Banking
4. Diploma in Islamic Banking



1. BSc BANKING & FINANCE

The Bachelors of Science in Banking & Finance introduces students to the fundamentals of Banking & Finance and provides them with the skills necessary for a broad understanding of the theoretical and practical aspects of the banking & finance sectors within a global economy characterized by continuous development, innovation, competition and change. The Bachelor of Science in Banking & Finance is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

2. BSc BANKING & FINANCE ACCOUNTING SPECIALIZATION

The Bachelor of Science (BSc) in Banking & Finance Accounting Specialization prepares students for success in various accounting careers in corporate accounting, public accounting, governmental accounting, & not-for-profit accounting. Students gain the theoretical knowledge, practical skills, and research skills needed to address complex accounting issues. The Bachelor of Science in Banking & Finance Accounting Specialization is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

3. DIPLOMA IN BANKING

The Diploma in Banking program is the first ever program in the UAE to focus on helping aspiring and existing bankers to improve their knowledge of banking operations and enhance their qualifications. With many diploma graduates employed in the banking sector already, this program continues to be at the forefront of professional education and development in the banking sector. The Banking Diploma is a 60 credit hour, 2-year program; accredited by the Ministry of Higher Education & Scientific Research.

4. DIPLOMA IN ISLAMIC BANKING

The Diploma in Islamic Banking is the first of its kind in the region and caters the imperative requirement of the fast growing Islamic Finance industry. With around 20% of the UAE banking operations being offered by Islamic financial institutions, the program provides expertise and skills in Islamic banking products and operations. The Islamic Banking Diploma is a 60 credit hour, 2 year program; both locally and internationally accredited by the Ministry of Higher Education & Scientific Research in UAE and Finance Accreditation Agency (FAA) in Malaysia.



PRIFYSGOL
BANGOR

OPPORTUNITY TO STUDY IN UK

3 **+** **1**
EIBFS **BANGOR**
UNIVERSITY

EIBFS collaborates with Bangor Business School at Bangor University, a leading academic institution in UK.

Bangor University is consistently ranked as one of the top 25 institutions in the world for Banking research (RePEc, as of May 2017).

By partnering with Bangor University, EIBFS provides the opportunity to progress on to Bangor Business School's bachelors program and obtain a UK university degree as well as EIBFS. Students completing specified programmes in EIBFS will be accepted on to the final year of degree programmes in Bangor University. On successful completion of their study at Bangor University, students will be awarded the appropriate Bachelor honors degree, which is the same degree awarded to UK students.

Admission Requirements

An attested copy of the UAE High School Certificate or its equivalent - minimum score of 60%.

Original school, college, university transcripts

An original copy of IELTS (5.0) , TOEFL (173 CBT or 61 IBT) or EMSAT (1100) score

A photocopy of a valid passport / UAE ID card

Four recent passport size photographs

Registration Fee AED 500 (non-refundable)

EIBFS offers IELTS coaching classes to students who have not met the above requirements and classes take place in the first year of the Diploma.

The applicant must take a Placement Exam and pass a personal interview at the Institute.

FEES STRUCTURE FOR THE ACADEMIC PROGRAMS

Fees Structure for the Bachelor Programs:

Bachelor Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	40	95,000	2,375	114,000	2,850
2019 DISCOUNTED (10%)	40	95,000	2,375	102,600	2,565

Fees Structure for 3+1 Bachelor's Degree. (In collaboration with Bangor University)

Fee Structure	Members/Bankers UAE/GCC Nationals	Non UAE Nationals
Total Program Fee	AED 158,250	AED 163,950

Fees Structure for the Diploma Programs:

Diploma Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE/GCC Nationals	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	20	29,160	1,458	36,000	1,800
2019 DISCOUNTED (10%)	20	29,160	1,458	32,400	1,620

Registration Fee = AED 500 + 2000 Advance tuition fee.

IELTS Fees:

First Semester	6 classes per week + exam	AED 3500
Second Semester	4 classes per week	AED 2600

LEADERSHIP PROGRAMS

16 LEADERSHIP PROGRAMS





LEADERSHIP DEVELOPMENT PROGRAM

Darden School of Business, University of Virginia

eibfs



OVERVIEW

This program is designed for outstanding managers with experience leading organizational entities or major project teams who are identified as having potential to be strategic leaders of their enterprise.

OBJECTIVES

- » Increased effectiveness as a result of examining personal leadership practices through 360-degree feedback and coaching.
- » Broadened business perspective and improved decision making as a result of a more comprehensive understanding of the total enterprise
- » Improved capability to think and act more strategically and to establish personal and organizational goals consistent with corporate strategy.

CONTENT

The program will run in the following modules

- » Leadership Development
- » Business Acumen and Enterprise Thinking
- » Strategic Management
- » Financial Management

TARGETED AUDIENCE

Outstanding managers with experience leading organizational entities

PREREQUISITES

Graduation and above

METHODOLOGY

Practical application, simulations & leadership practical inventory

DURATION

2 weeks (May 2018)

VENUE

Darden Business School, USA

PROGRAM INVESTMENT

AED 82,000 inclusive of full residential board at the Darden School of Business (Participants are required to make their own travel arrangements to Washington D.C. and then to the Darden School of Business, Charlottesville, Virginia.)

MANAGING STRATEGICALLY LEADING FOR RESULTS

Harvard Business School Executive
Education, in Association with IBS Kuwait

eibfs



HARVARD
BUSINESS SCHOOL



IBS معهد الدراسات المصرفية
INSTITUTE OF BANKING STUDIES

OVERVIEW

Competing today in turbulent and rapidly changing environments, managers and employees alike look to the top of their organizations for two things: a clear strategy and effective leadership. Business success depends on both. For this reason the Harvard Business School is offering a six-day residential executive education program for leaders in the banking and finance sector in the GCC country

OBJECTIVES

- » Increase the capacity of executives in the GCC financial services sectors to anticipate and to respond quickly and effectively to strategic challenges in their business
- » Strengthen and develop the key leadership skills required to achieve organizational alignment, drive change, and establish productive working relationships with others
- » Provide an opportunity to learn about the latest in management thinking and best practices of some of the world's most admired companies

CONTENT

The program focuses on two primary themes: strategy and leadership

STRATEGY

- » To equip participants with concepts and tools for thinking strategically and assessing the markets.
- » To examine the five forces model, differentiation and low-cost strategies, value curves, and the development of strategy over time.
- » Critical role of leadership and management in formulating and implementing strategy

LEADERSHIP

- » Strategy execution formal structure, critical tasks, people, and culture
- » Leaders - functions and personal qualities required
- » Approaches for developing and communicating organizational vision
- » Explore the advantages and disadvantages of different communication and influence strategies in different relationships

TARGETED AUDIENCE

Top and middle management executives like Heads of departments

PREREQUISITES

None

PROGRAM INVESTMENT

KD 4,850 & hotel charges

OUR PARTNERS





The Story Continues

eibfs

Sharjah:

PO Box 4166
Sharjah, UAE

+971 6 572 8880
Ext. 180/181/182/103
+971 6 572 3983

Abu Dhabi:

PO Box 7108
Abu Dhabi, UAE

+971 2 446 4666
Ext. 300
+971 2 443 5222

Dubai:

PO Box 341400
Dubai, UAE

+971 4 607 0444
+971 4 320 6644



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www.eibfs.ae